

LRHA ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT – ALL PROPERTIES MANAGED FOR EMH

Formal complaints performance

PERFORMANCE MEASURE	TARGET	QUARTER 1 1/4/24 - 30/6/24	QUARTER 2 1/7/24 - 30/9/24	QUARTER 3 1/10/24 - 31/12/24	QUARTER 4 1/1/25 - 31/3/25
NUMBER OF COMPLAINTS NOT PROCESSED		0	0	0	0
NUMER OF STAGE 1 COMPLAINTS		0	4	0	0
STAGE 1 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	100%	N/A	N/A
STAGE 1 - RESPONSE WITHIN 10 DAYS	95%	N/A	100%	N/A	N/A
STAGE 1 - RESPONSE EXTENDED	<5%	N/A	N/A	N/A	N/A
STAGE 1 - COMPLAINTS RESOLVED	95%	N/A	100%	N/A	N/A
NUMBER OF STAGE 2 COMPLAINTS		0	0	0	0
STAGE 2 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	N/A	N/A	N/A
STAGE 2 - RESPONSE WITHIN 20 DAYS	95%	N/A	N/A	N/A	N/A
STAGE 2 - COMPLAINTS RESOLVED	95%	N/A	N/A	N/A	N/A
STAGE 2 - COMPLAINT CLOSED WITHOUT RESOLUTION	5%	N/A	N/A	N/A	N/A
NUMBER OF HOUSING OMBUDSMANS DETERMINATION		0	0	0	0
NUMBER OF COMPLAINT FAILURE ORDERS		N/A	N/A	N/A	N/A
SATISFACTION WITH COMPLAINTS PROCESS	65%	N/A	NO RETURNS	N/A	N/A





