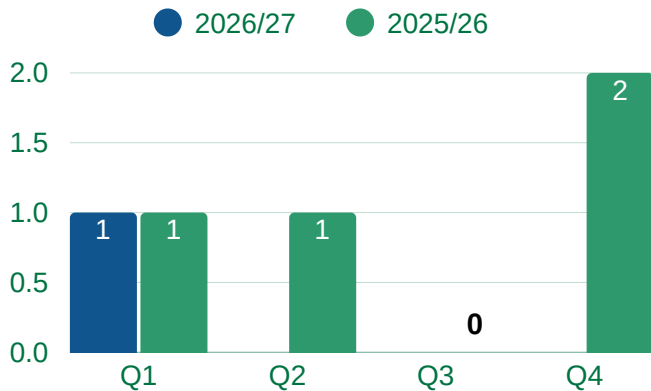


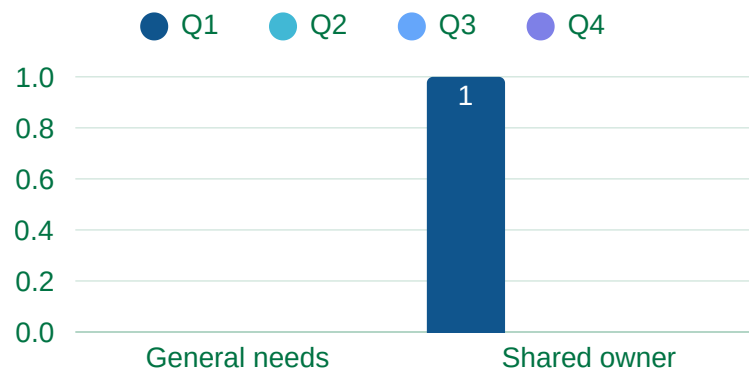
Formal Complaints

1st April 2026 to 31st March 2027

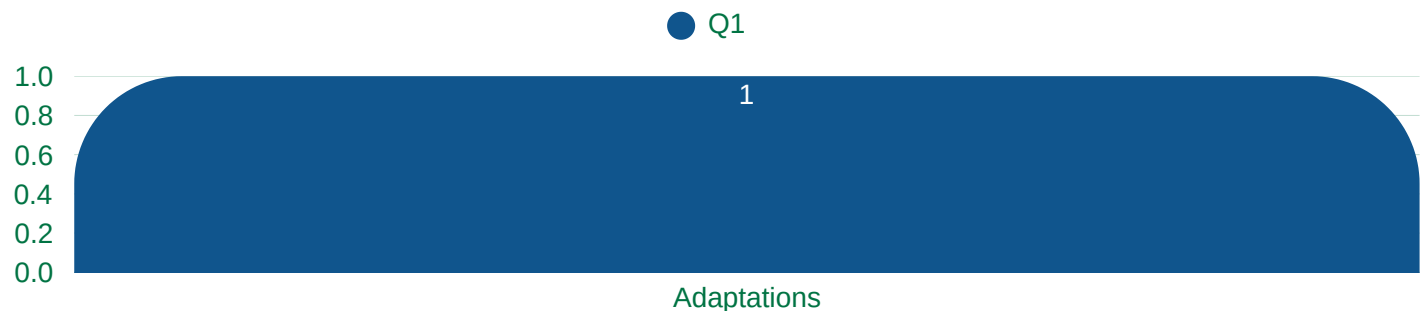
Number of formal complaints per quarter compared to last year



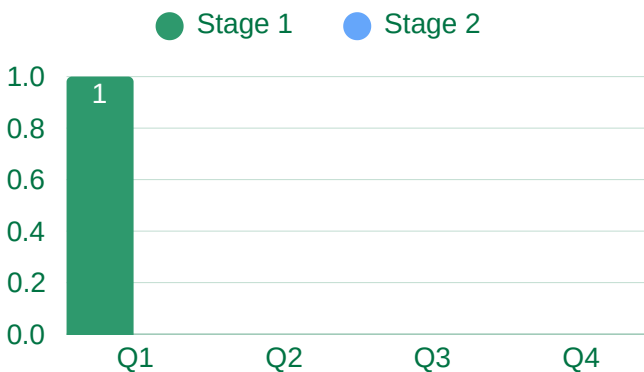
Formal complaints - all managed - tenure type



Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Agree timescales for emh to provide information to support responses to queries