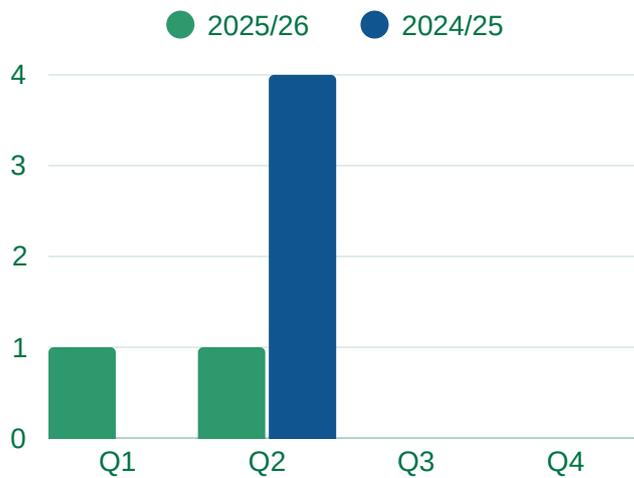


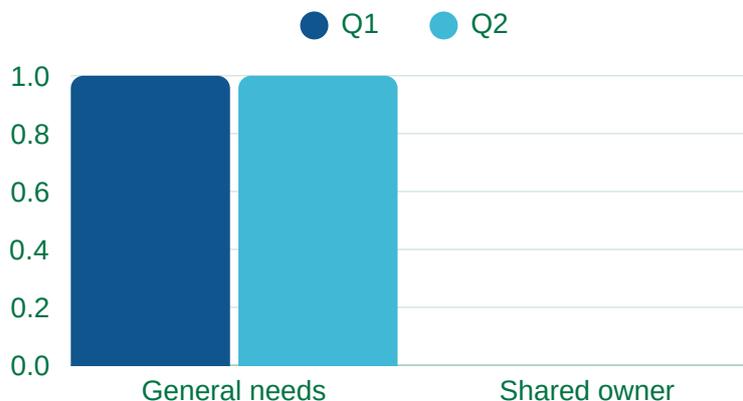
Formal Complaints

1st April 2025 to 31st March 2026

Number of formal complaints per quarter compared to last year



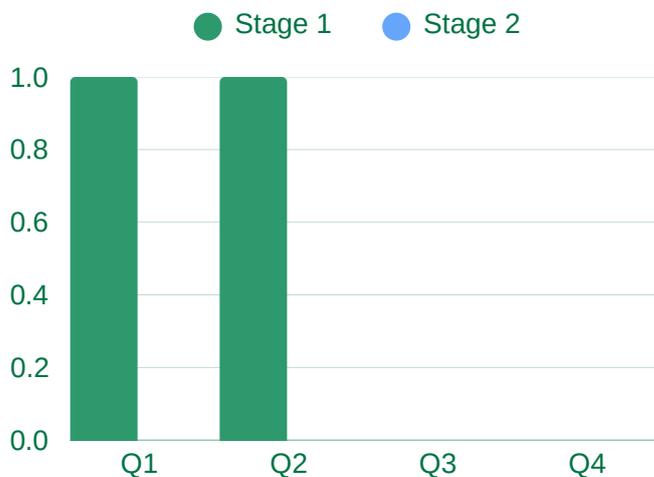
Formal complaints - all managed - tenure type



Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Review meeting regularly taking place with gas contractor
- Refined internal communication between LRHA and emh on planned works