

Our complaints performance



55 resolved at this stage

7 resolved at this stage

7 cases investigated by the Housing Ombudsman

We do our best to resolve customer concerns as a rapid resolution. However, if this is not possible we will go through the stages

Stage 1

Stage 2

Ombudsman

Rapid Resolution

21 customer concerns received and resolved within 48 hours

This quarter we have responded to 91% Stage 1 complaints within 10 working days.

This quarter we have responded to 67% Stage 2 complaints within 20 working days.

Complaints to date (April 23 - March 24)

224

43% decrease from last year

Percentage of stage 1 complaints upheld

65%



Jan - Mar 2024