

Date Range

4/1/2025

3/31/2026

Date Grouping

Last

1

Select

No filters applied

Complaint Type Code

All

Complaint Sub Type

All

Complaint Outcome

All

Action Outcome

All

Regional Neighbourhood

All

Reset to Default

Complaints Stage 1

625

All Stage 1 Complaints Received

Average Action Working Days S1

9.55

All Stage 1 Average Working Days

Stage 1 In Target %

95.2%

All Stage 1 Responded In Target

Complaints Stage 2

117

All Stage 2 Complaints Received

Complaints Escalated

18.72%

Average Action Working Days S2

21.53

All Stage 2 Average Working Days

% Stage 2 in Target

94.8%

All Stage 2 Responded In Target

Complaints Handled Satisfaction %

55.45%

Transactional - Complaints Handling Satisfaction

Combined Stage 1 & Stage 2 Received Complaints Per 1000 Homes*

Combined Per 1000

63.92

Combined % Stage 1 & Stage 2 Responded Within Target*

Combined Responded In Target

95.15

All Combined Received Complaints Per 1000 Homes

All Combined Responded Within Target

Stage 1 In Target %

95.7%

% Stage 1 Responded Within Target- LCRA*

% Stage 2 in Target

94.4%

% Stage 2 Responded Within Target - LCRA*

Stage 1 Extended

36

Stage 2 Extended

2

Extended Complaints