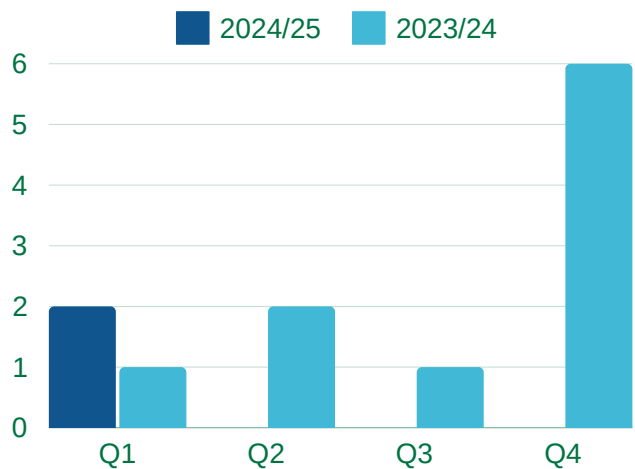


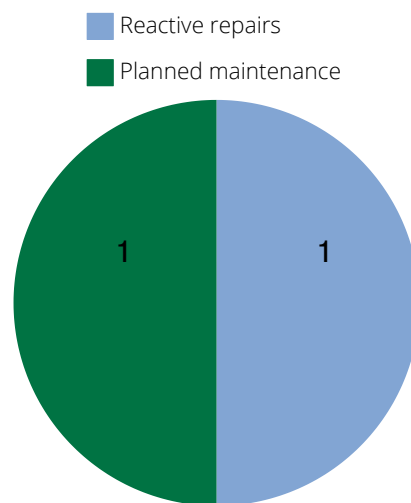
Formal Complaints

1st April 2024 to 31st March 2025

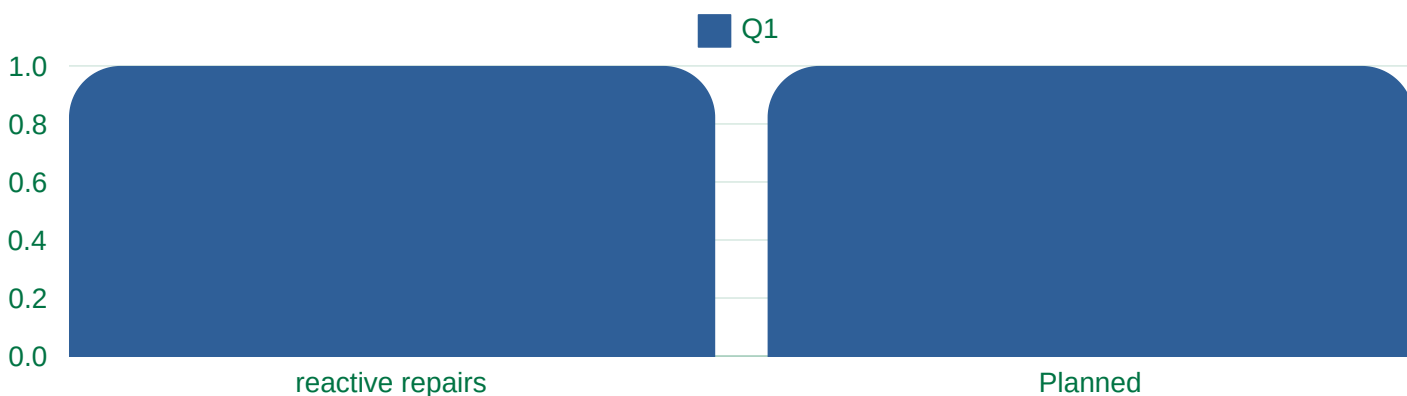
Number of formal complaints per quarter compared to last year



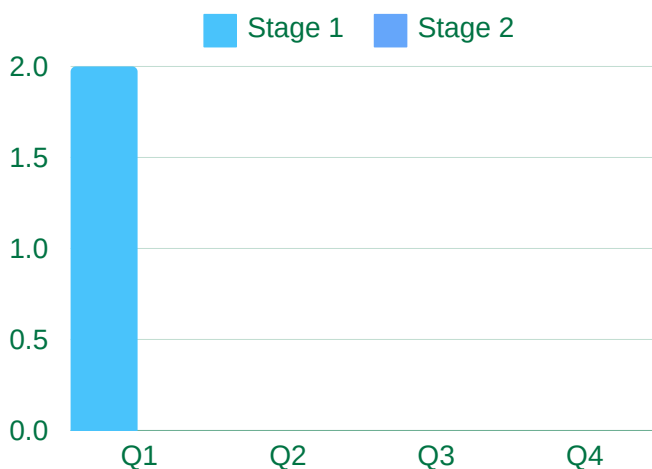
Formal complaints per category - Q1



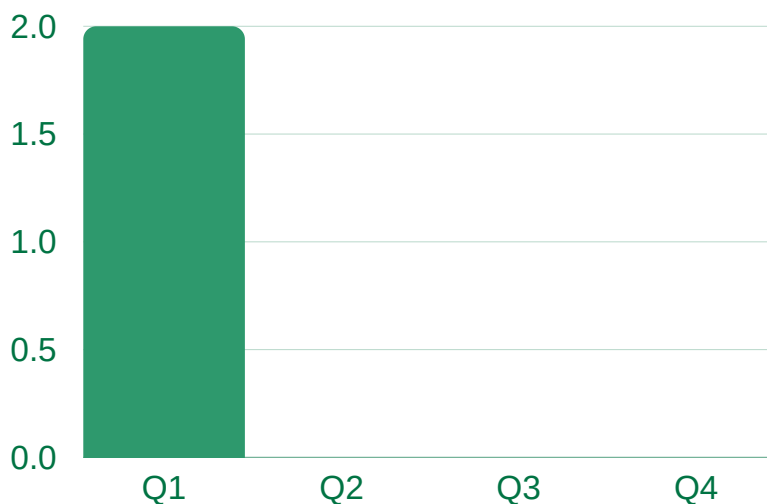
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Introduced a dedicated surveyor and liaison officer to carry out visits prior, during and after planned works, i.e. new bathrooms