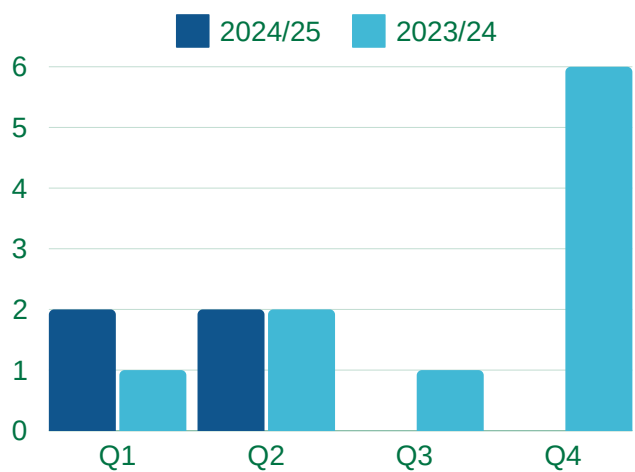


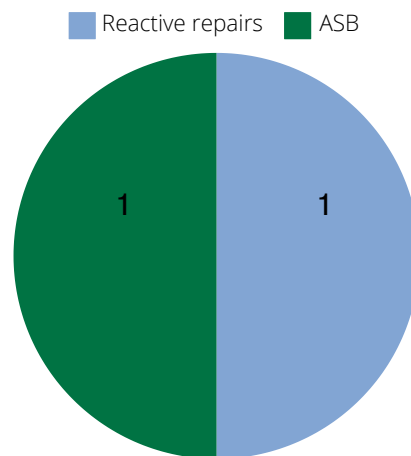
Formal Complaints

1st April 2024 to 31st March 2025

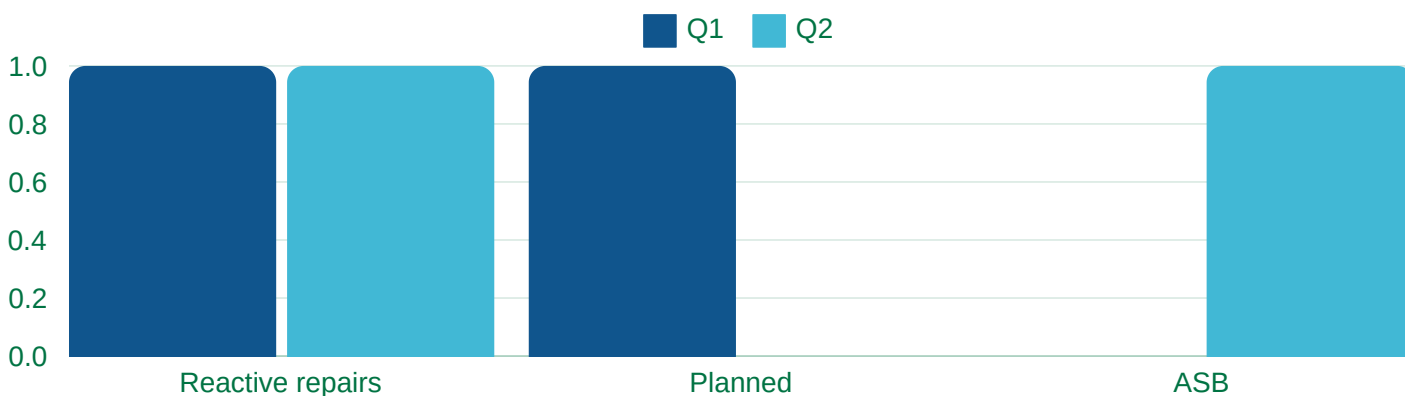
Number of formal complaints per quarter compared to last year



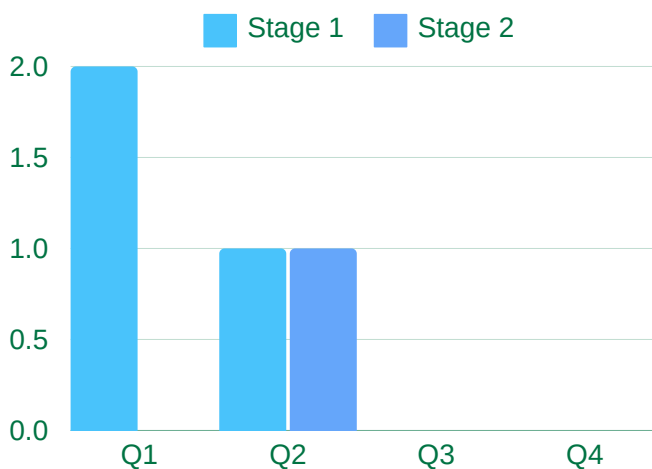
Formal complaints per category - Q2



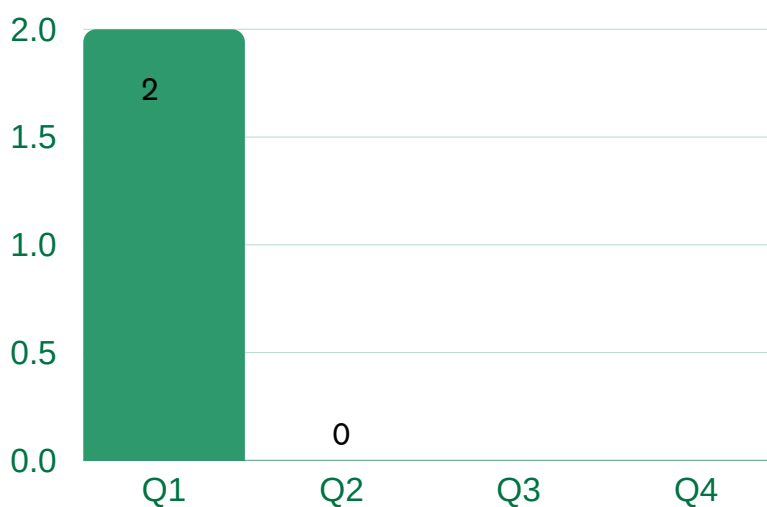
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



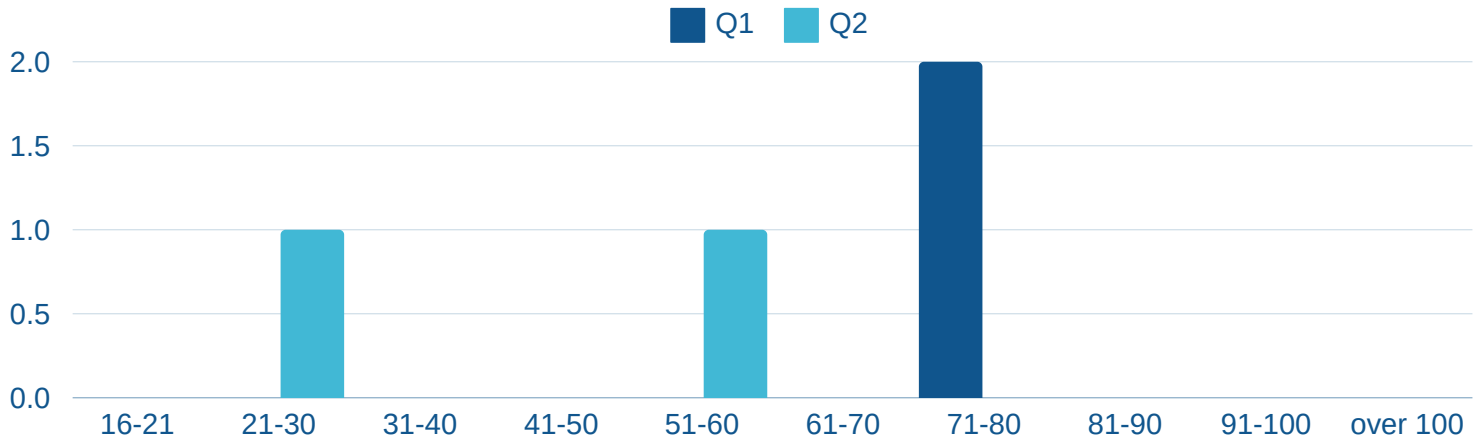
Number of complaints Housing Ombudsman determinations



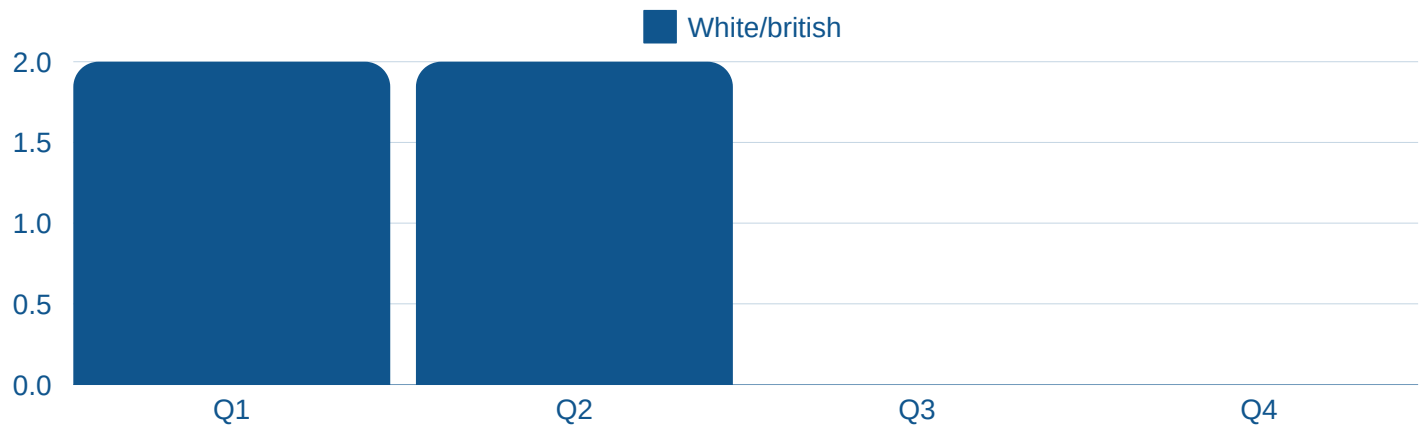
Actions taken:-

- Ensured our contractor communicates clearly with customers regarding what they have completed and why.

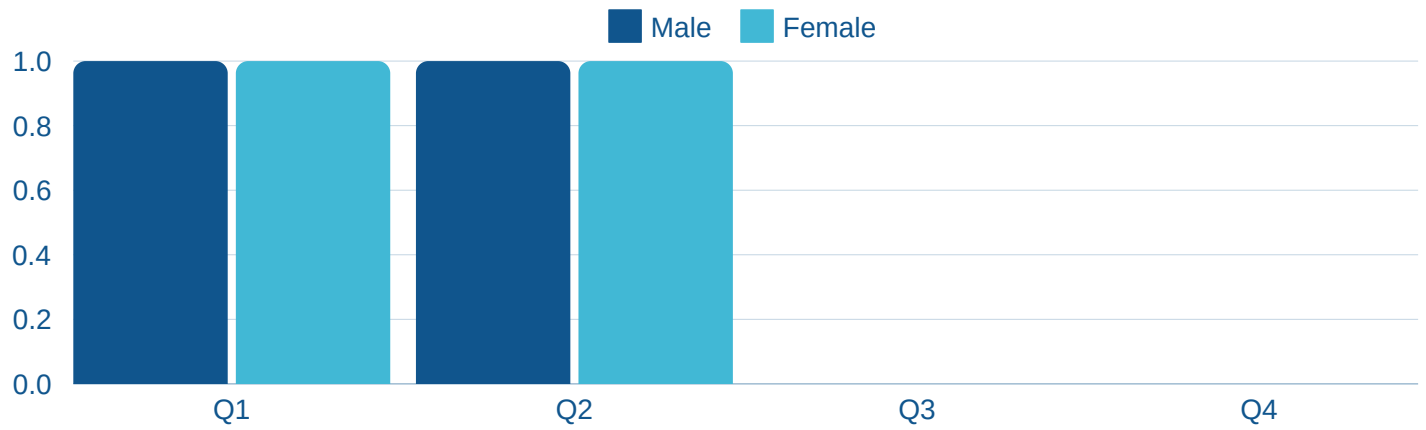
Formal complaints per age



Formal complaints per ethnicity



Formal complaints per gender



Formal complaints per length of tenancy

