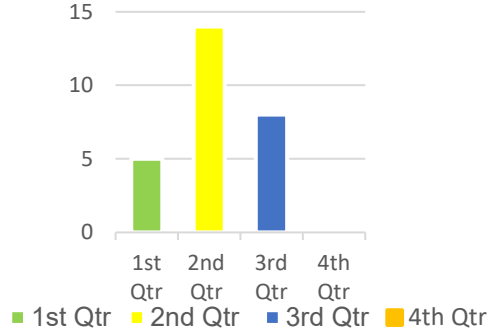


# Complaints Report – Quarter 3 2023/24

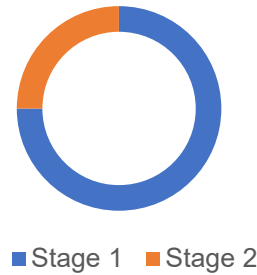


Total number of complaints received each quarter



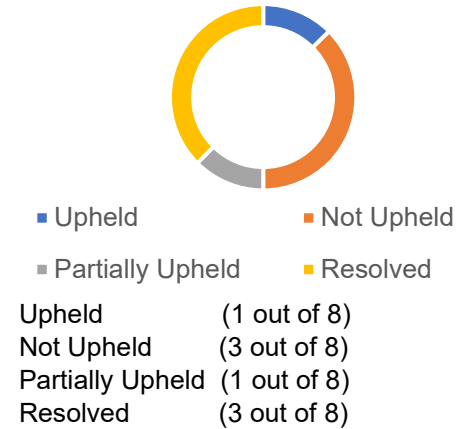
**ARC complaints 2022.23 – 51**  
 Stage 1 Complaints received 6  
 Stage 2 Complaints received 2

Total number of complaints responded to within timescale

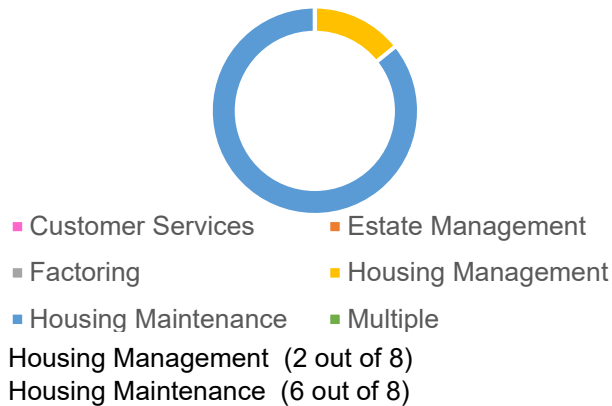


Stage 1 Complaints responded to 6  
 Stage 2 Complaints responded to 2  
 There were no equalities complaints reported in this quarter.

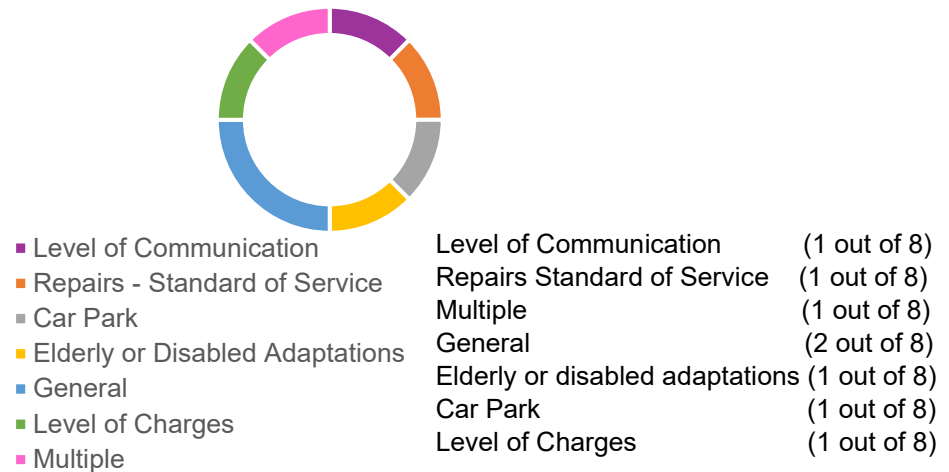
Total Number of complaints upheld

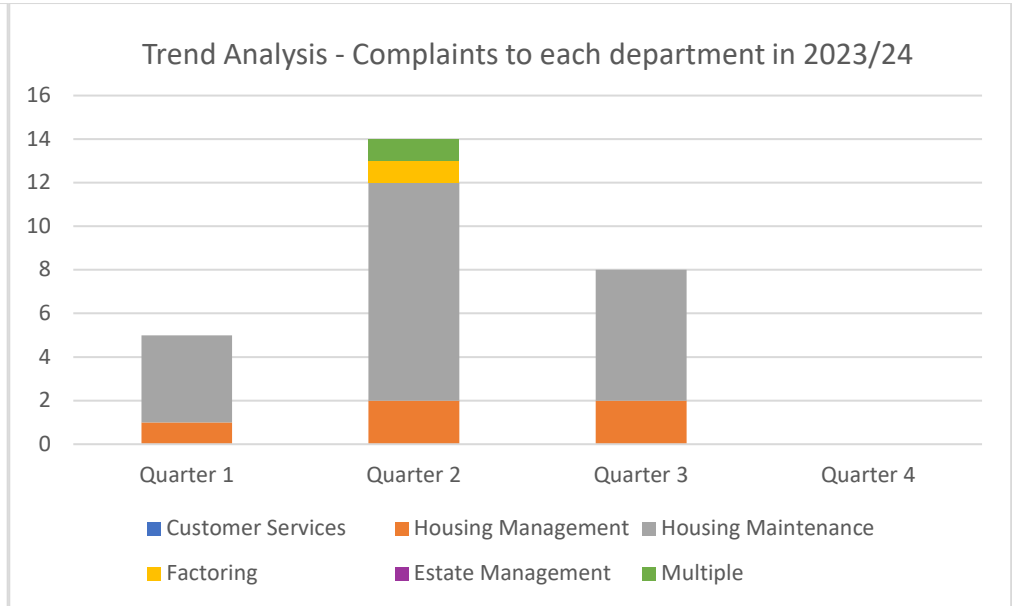
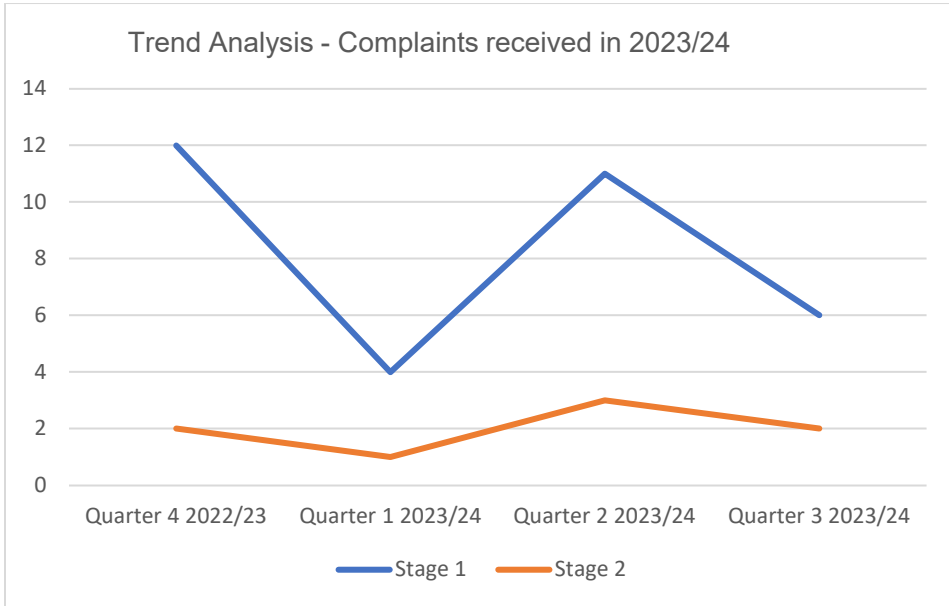


Department complaints were to in Q3



Subcategory of complaints dealt with in Q3

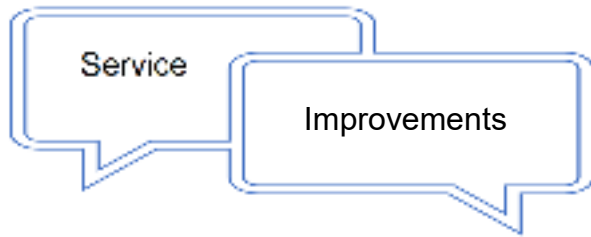




The average number of days taken to resolve Stage 1 complaints was 4.6 days. Two complaints were granted a five-day extension; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 12.5 days.



- Ensure that tenants are kept up to date with progress of works.
- Where grant payments are made to tenants rent accounts ensure the payment is made for the purpose and not recharges if the tenant is in credit.



### Compliments

1. Tenant who was moving out of property asked that her appreciation was passed on for how quickly repairs were carried out and how friendly and helpful LHA staff are.