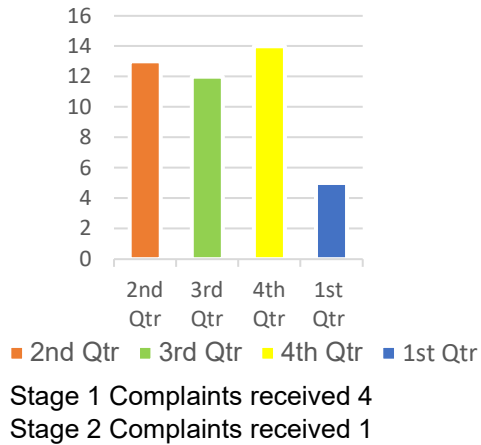


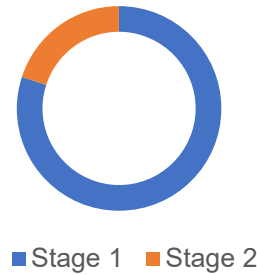
Complaints Report – Quarter 1 2023/24



Total number of complaints received

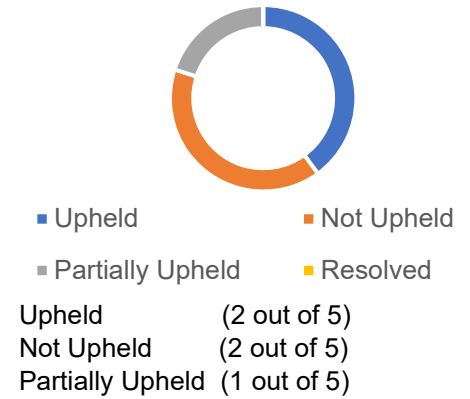


Total number of complaints responded to

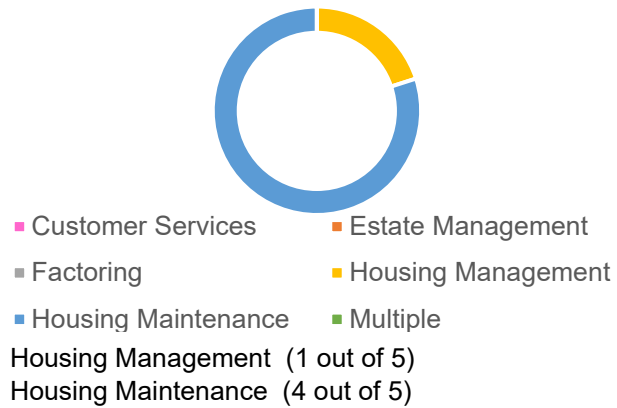


Stage 1 Complaints responded to 4
 Stage 2 Complaints responded to 1
 No equalities complaints were reported in Q2.

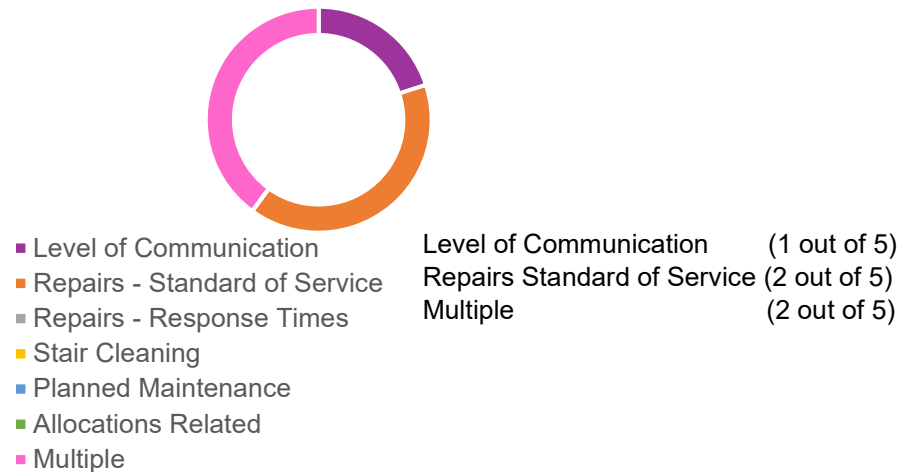
Total Number of complaints upheld

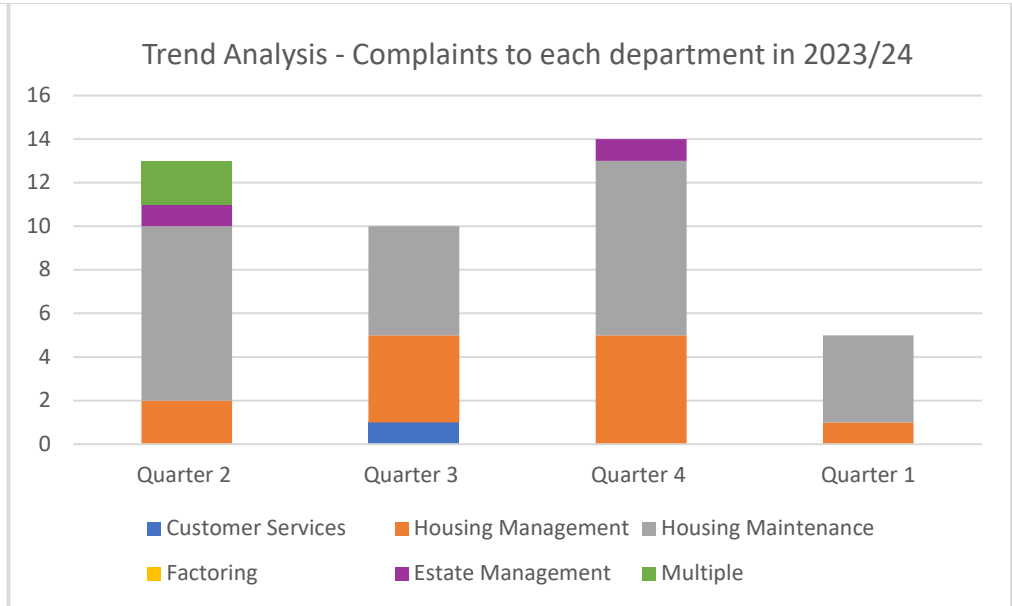
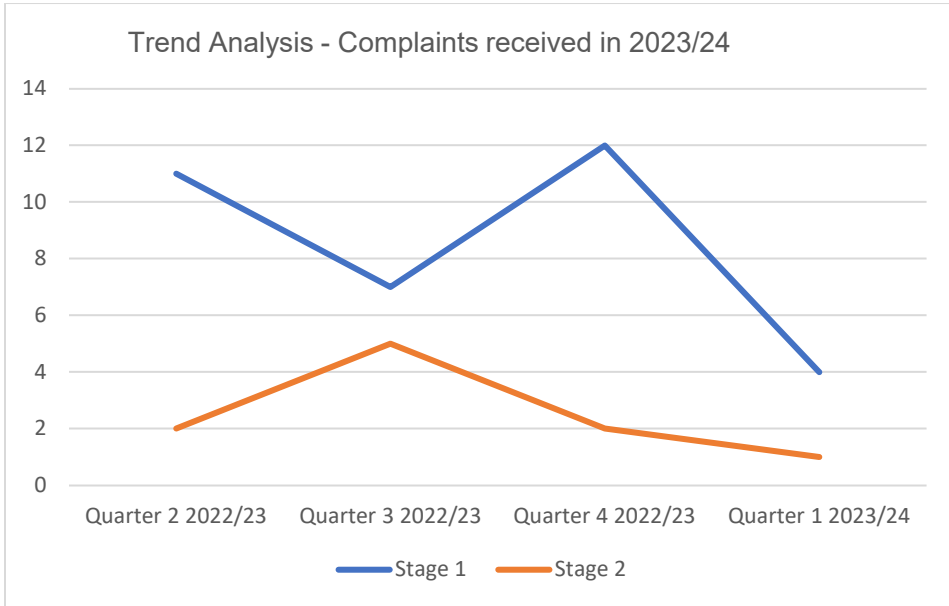


Department complaint was to Q1



Subcategory of complaints dealt with in Q1

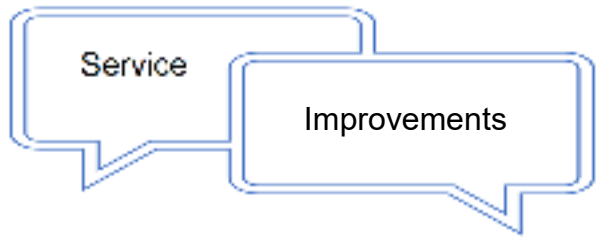




The average number of days taken to resolve Stage 1 complaints was 3.25 days. One complaint was granted a five-day extension due to waiting on the outcome of an appointment with a tenant; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 18 days.



No service improvements were reported in Quarter 1.