

Housing Complaints | 2025-26

Q1 Report (Apr-Jun) | Performance



**Complaints
Received**

41

1

**Stage 1
Complaints**

34

2

**Stage 2
Complaints**

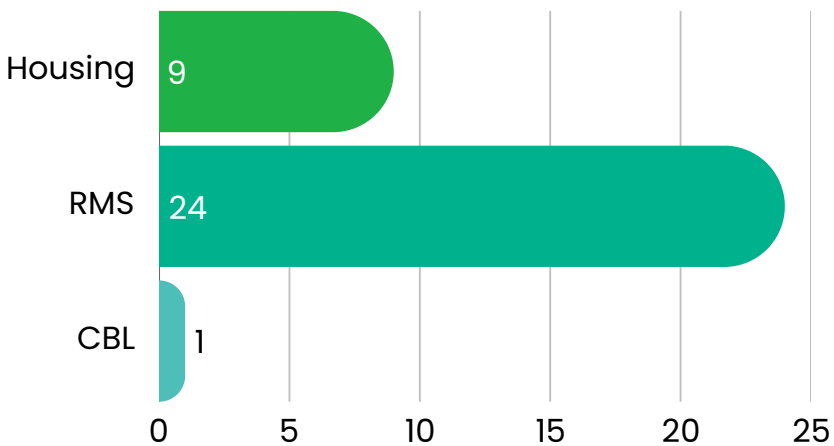
4



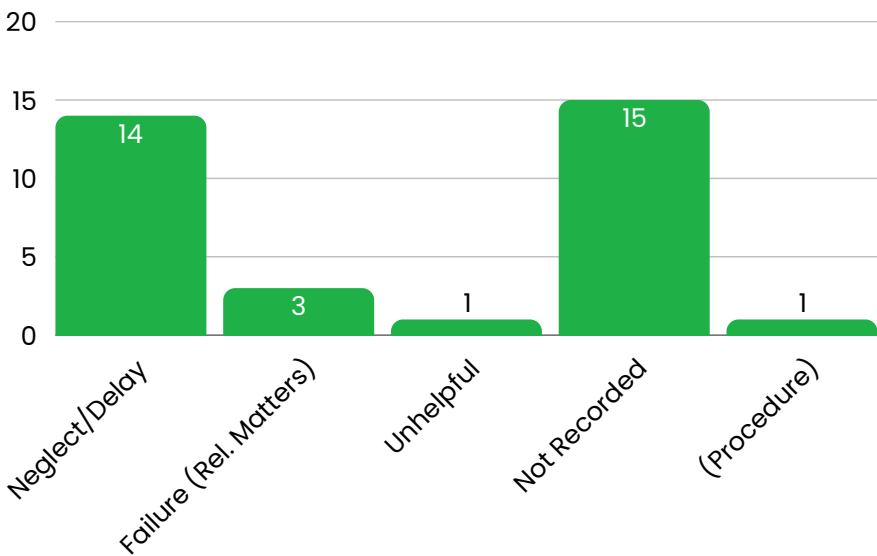
**Excluded
Complaints**

3

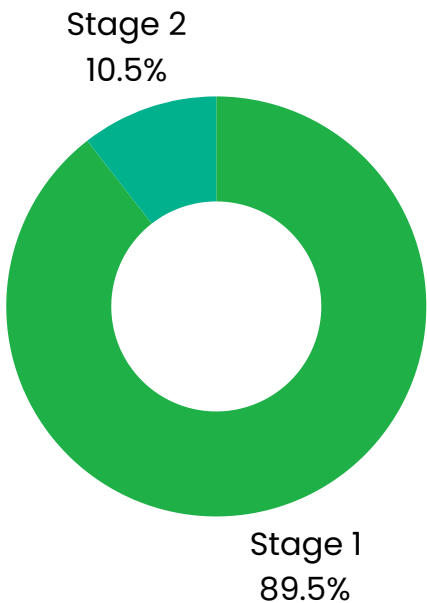
Services



Themes



Complaints Raised



Stage 1 Complaints | Response Time: 10 working Days

1



Acknowledged within
Ombudsman Timescale



Responded within
Ombudsman Timescale



Cases Responded outside
Ombudsman Timescale



In Progress

Stage 2 Complaints | Response Time: 20 working Days

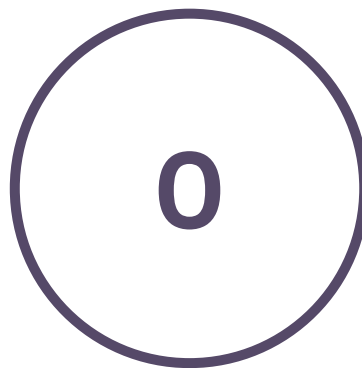
2



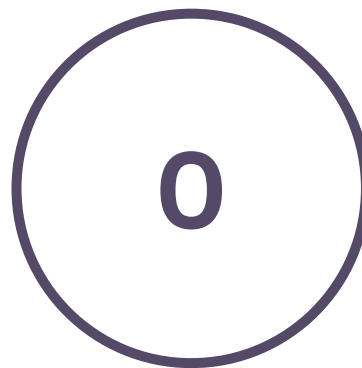
Acknowledged within
Ombudsman Timescale



Responded within
Ombudsman Timescale



Cases Responded outside
Ombudsman Timescale



In Progress