

# Housing Complaints | 2025-26

## Q3 Report (Oct-Dec) | Performance

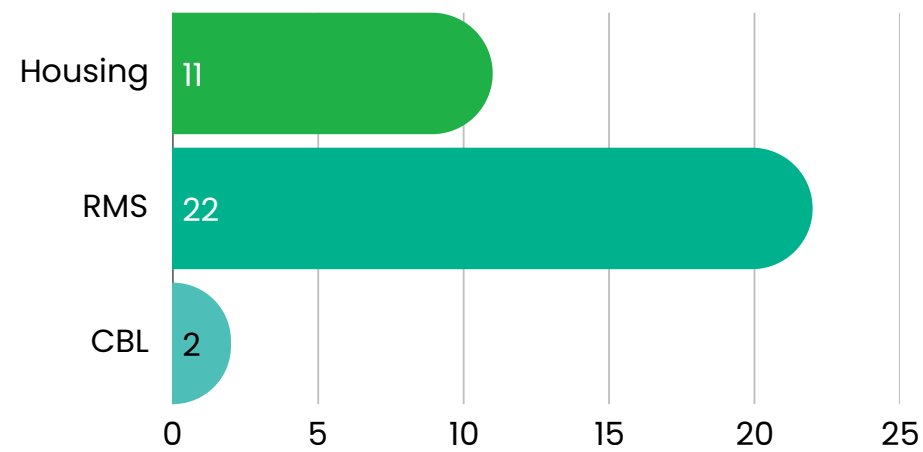
**Complaints Received** 50

**1 Stage 1 Complaints** 35

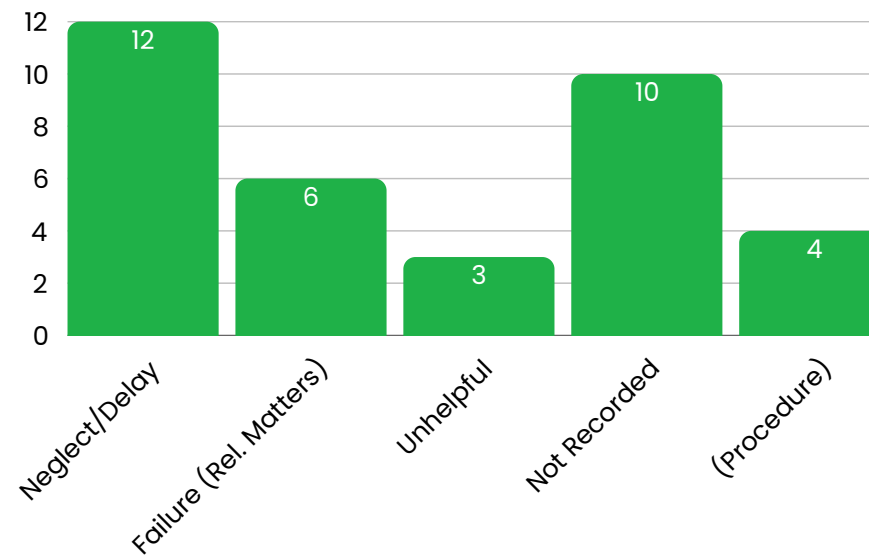
**2 Stage 2 Complaints** 3

**Excluded Complaints** 12

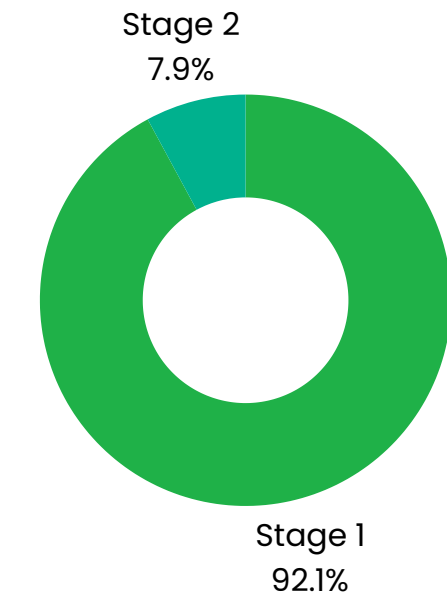
### Services



### Themes



### Complaints Raised



### Stage 1 Complaints | Response Time: 10 working Days 1

88%

Acknowledged within Ombudsman Timescale

93%

Responded within Ombudsman Timescale

2

Cases Responded outside Ombudsman Timescale

3

In Progress

### Stage 2 Complaints | Response Time: 20 working Days 2

100%

Acknowledged within Ombudsman Timescale

66.6%

Responded within Ombudsman Timescale

1

Cases Responded outside Ombudsman Timescale

0

In Progress