

Housing Complaints | 2025-26

Q2 Report (Jul -Sep) | Performance



Complaints Received

66



Stage 1 Complaints

47



Stage 2 Complaints

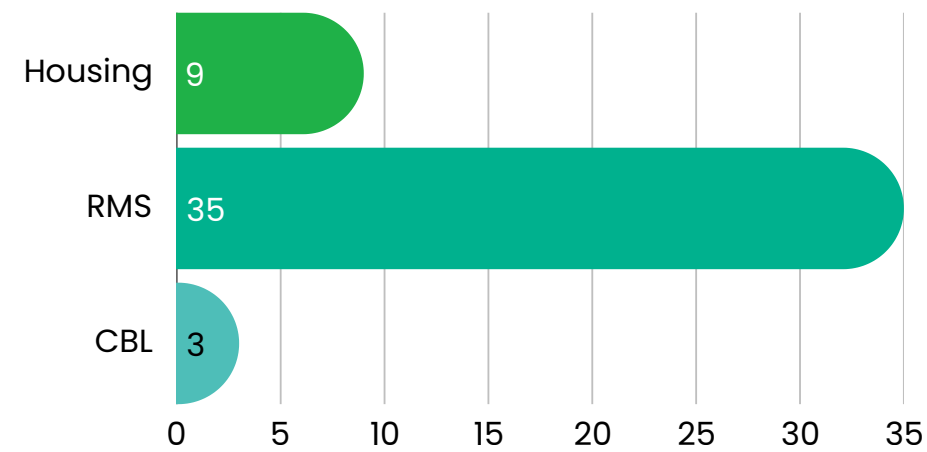
8



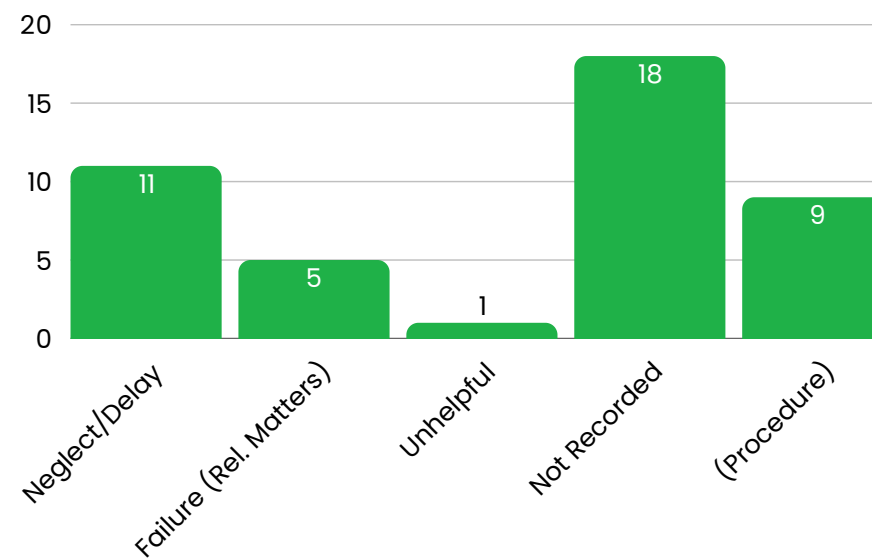
Excluded Complaints

11

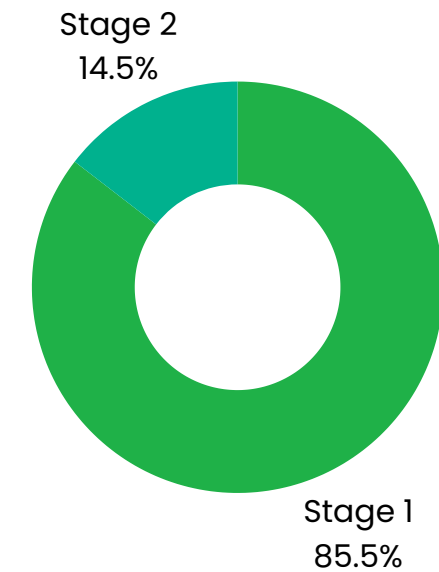
Services



Themes



Complaints Raised



Stage 1 Complaints | Response Time: 10 working Days

1



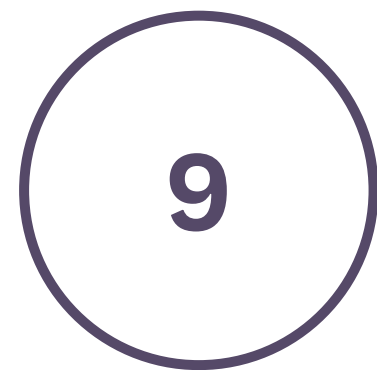
Acknowledged within Ombudsman Timescale



Responded within Ombudsman Timescale



Cases Responded outside Ombudsman Timescale



In Progress

Stage 2 Complaints | Response Time: 20 working Days

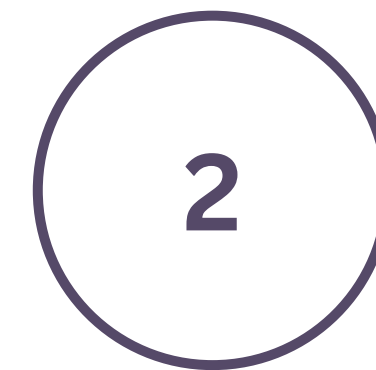
2



Acknowledged within Ombudsman Timescale



Responded within Ombudsman Timescale



Cases Responded outside Ombudsman Timescale



In Progress