

Housing Complaints | 2025-26

Q4 Report (Apr -Mar) | Performance



Complaints Received

201



Stage 1 Complaints

148



Stage 2 Complaints

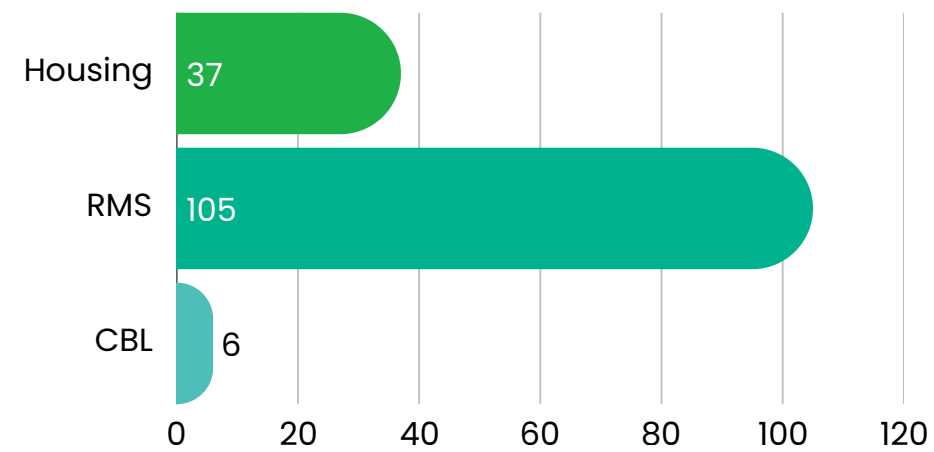
21



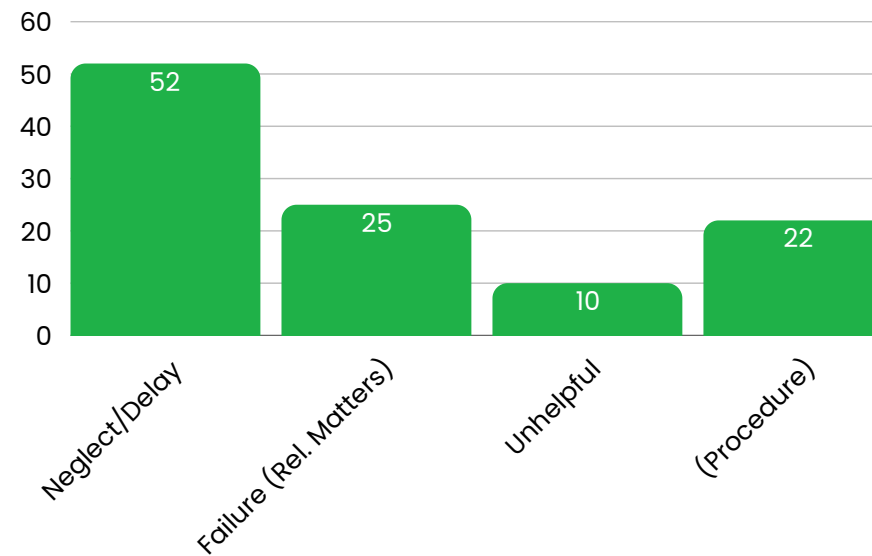
Excluded Complaints

32

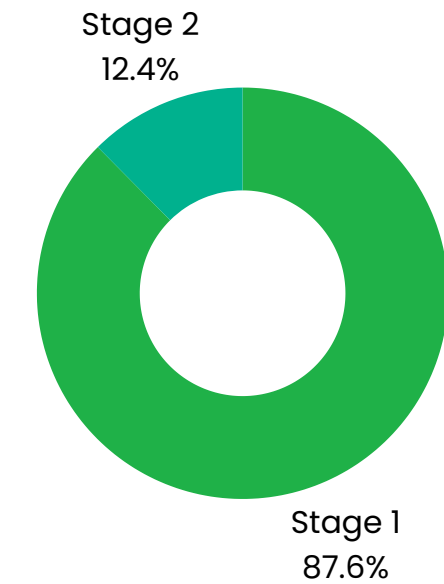
Services



Themes



Complaints Raised



Stage 1 Complaints | Response Time: 10 working Days

93.2%

Acknowledged within Ombudsman Timescale

90.5%

Responded within Ombudsman Timescale

14

Cases Responded outside Ombudsman Timescale

13

Extended

Stage 2 Complaints | Response Time: 20 working Days

95.2%

Acknowledged within Ombudsman Timescale

80.9%

Responded within Ombudsman Timescale

4

Cases Responded outside Ombudsman Timescale

3

Extended