



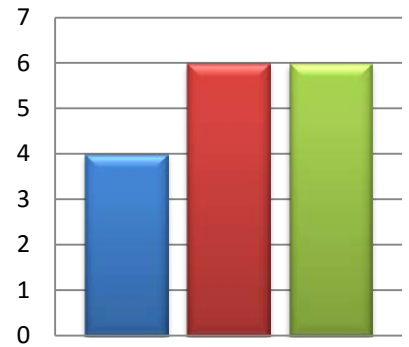
# Quarterly Complain Report

April – June 2017

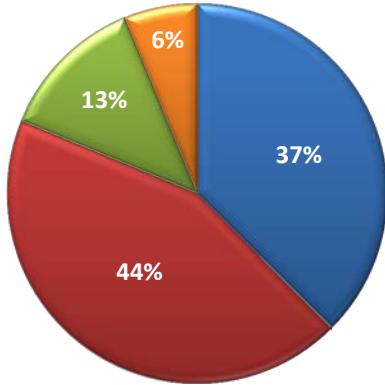
## Complaints by month

A total of 16 complained were closed.

- 4 complaints were closed in **April**.
- 6 complaints were closed in **May**.
- 6 complaints were closed in **June**.



■ April ■ May ■ June



## Complaints by department

Of the 16 complaints closed:

- 44% were about **Technical Services**
- 37% were about **Housing Services**
- 13% were about **Factoring**
- 6% were about **Multiple Departments**

No complaints were closed about **Corporate** or **Care and Repair**

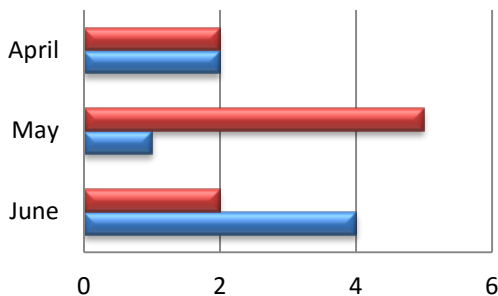
## Complaints by Stage

Of the 16 complaints closed:

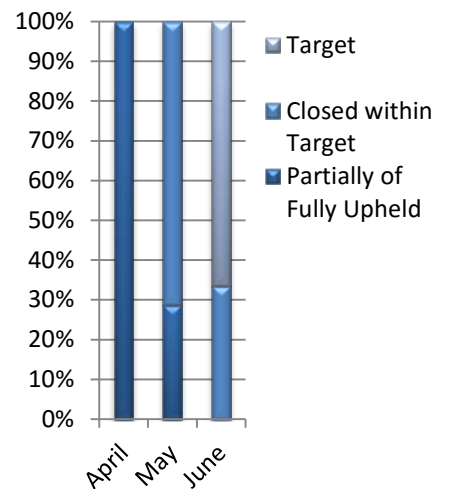
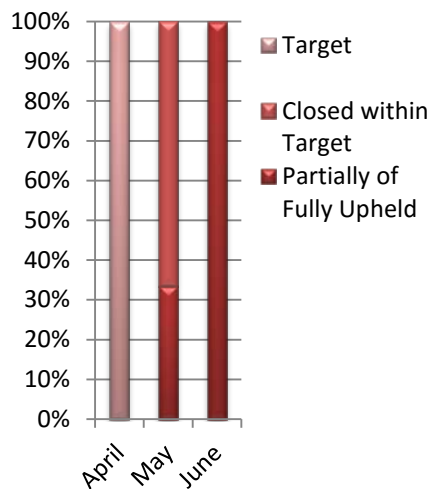
- 9 were **Stage 1**, 67% closed within target, with 75% partially or fully upheld
- 7 were **Stage 2**, 83% closed within target, with 70% partially or fully upheld

### Stage 1 Results

### Stage 2 Results

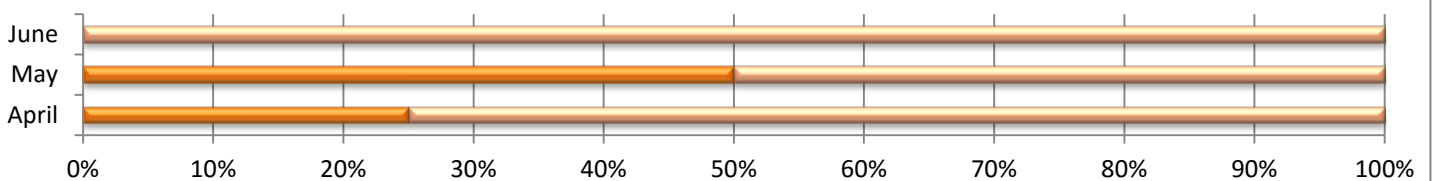


	June	May	April
Stage 1	2	5	2
Stage 2	4	1	2



## Complaint Outcome Satisfaction

■ No. Satisfied ■ Target



Of the total complaints closed, 30% of complainants were satisfied with the results.