



Quarterly Complaints Report

July – September 2017

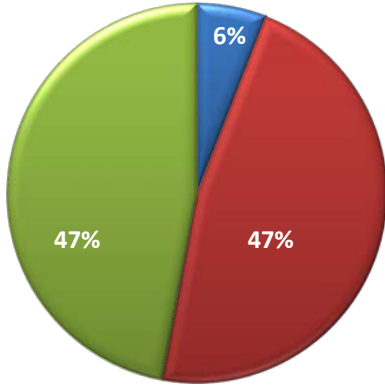
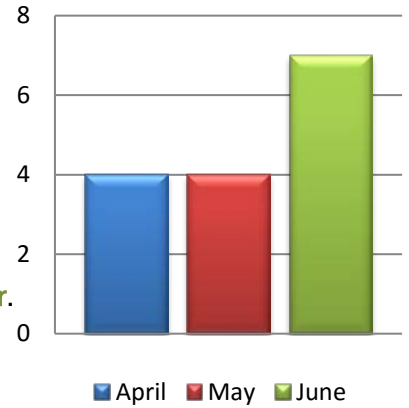
Complaints by month

A total of 17 received, 15 closed.

4 complaints were closed in **July**.

4 complaints were closed in **August**.

7 complaints were closed in **September**.



- Housing Services
- Technical Services
- Factoring
- Care and Repair
- Corporate
- Multiple

Complaints by department

Of the 17 complaints received:

47% were for **Technical Services**

6% were for **Housing Services**

47% were for **Factoring**

No complaints were received for **Multiple Departments, Corporate** or **Care and Repair**

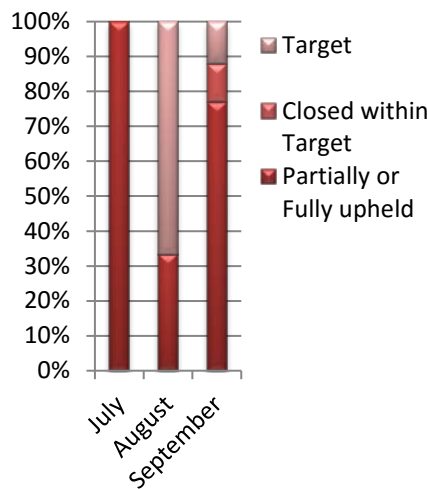
Complaints by Stage

Of the 15 complaints closed:

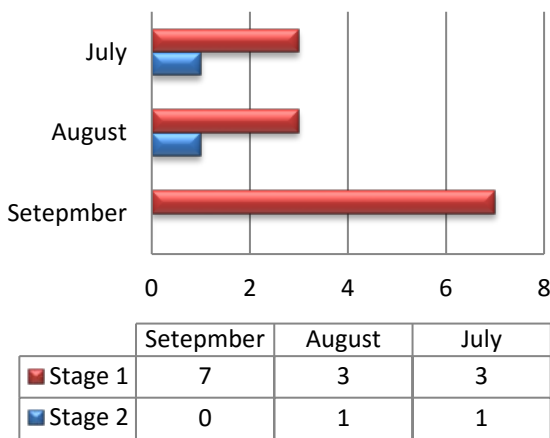
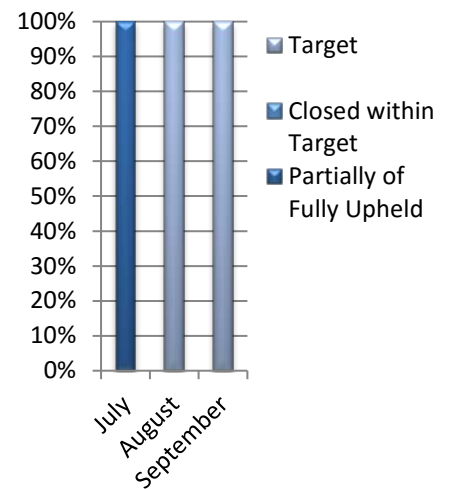
13 were **Stage 1**, **77%** closed within target, with **92%** partially or fully upheld

2 were **Stage 2**, **50%** closed within target, with **100%** partially or fully upheld

Stage 1 Results

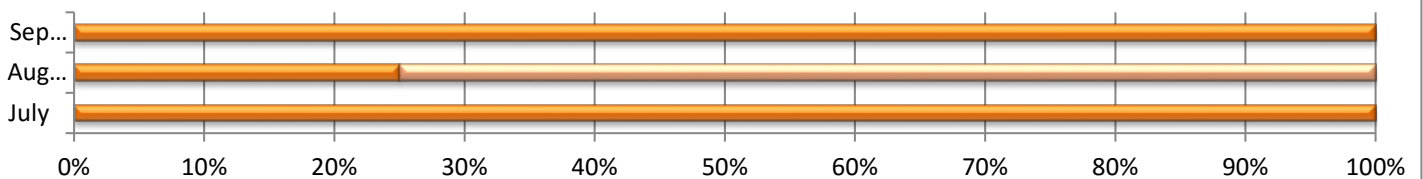


Stage 2 Results



Complaint Outcome Satisfaction

- No. Satisfied
- Target



Of the total complaints closed, **80%** of complainants were satisfied with the results.