

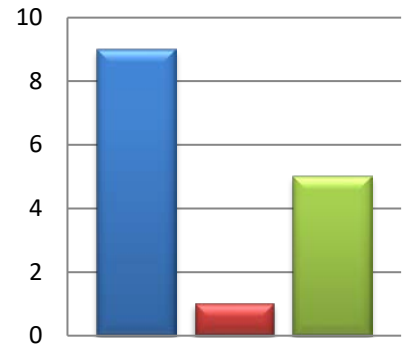


Quarterly Complaints Report

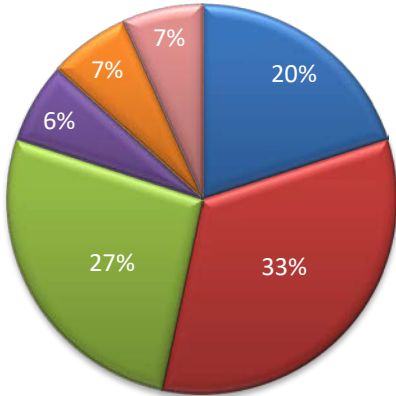
January – March 2019

Complaints by month

A total of 15 received, 15 closed.
9 complaints were closed in **January**.
1 complaint was closed in **February**.
5 complaints were closed in **March**.



Complaints by department



- Housing Services
- Technical Services
- Factoring
- Care and Repair
- Sheltered
- Finance/customer care
- Corporate
- Multiple

Of the 15 complaints received:
33% were for **Technical Services**
27% were for **Factoring**
20% were for **Housing Services**
7% were for **Multiple**
7% were for **Finance/Customer Care**
6% were for **Care and Repair**

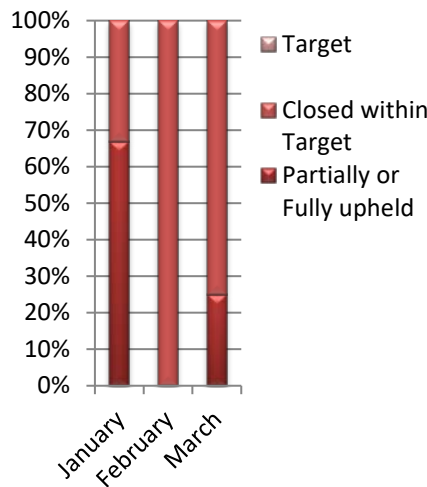
No complaints were received for **Corporate** or **Sheltered**

Complaints by Stage

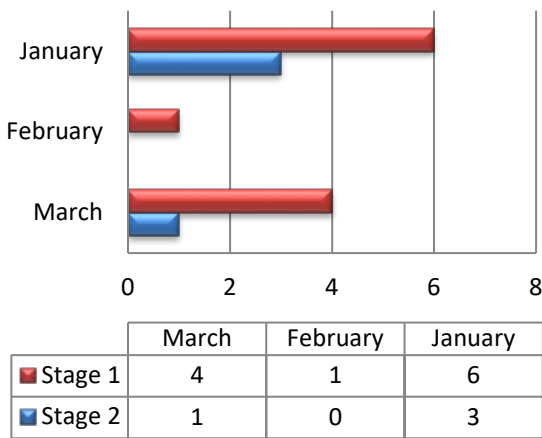
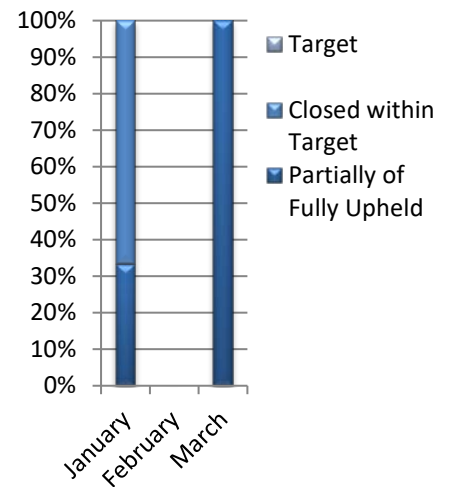
Of the 15 complaints closed:

11 were **Stage 1**, **100%** closed within target, with **45%** partially or fully upheld
4 were **Stage 2**, **100%** closed within target, with **100%** partially or fully upheld

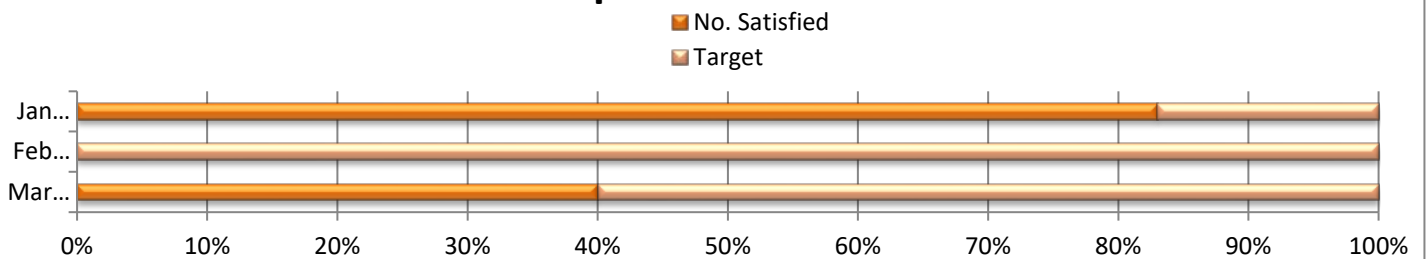
Stage 1 Results



Stage 2 Results



Complaint Outcome Satisfaction



Of the total complaints closed, **41%** of complainants were satisfied with the results.