



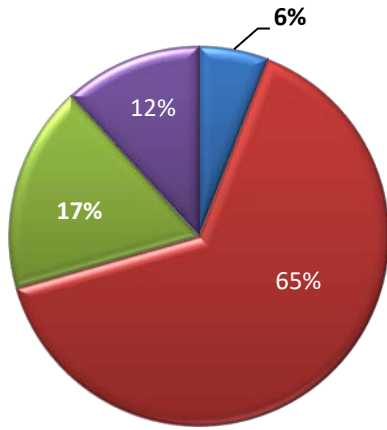
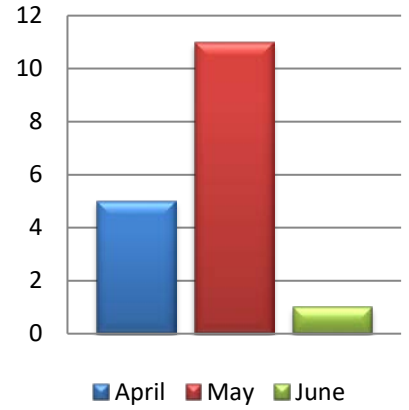
Quarterly Complain Report

April – June 2019

Complaints by month

A total of 17 complained were closed.

- 5 complaints were closed in **April**.
- 11 complaints were closed in **May**.
- 1 complaints were closed in **June**.



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

Complaints by department

Of the 17 complaints closed:

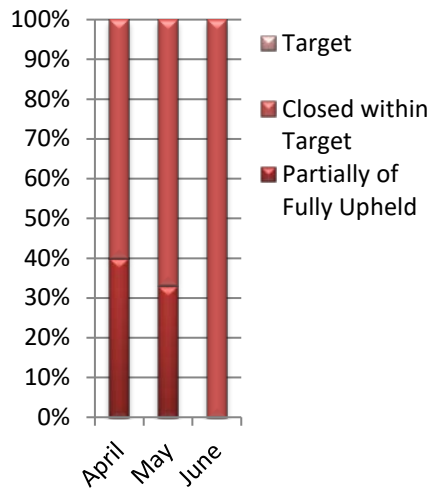
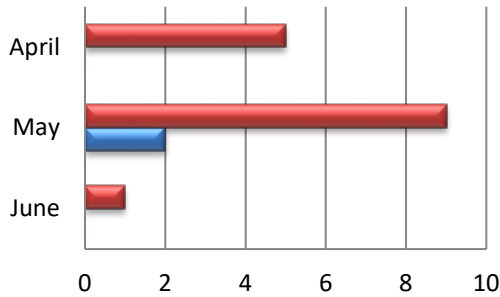
- 65%** were about **Technical Services**
- 17%** were about **Factoring**
- 12%** were about **Care and Repair**
- 6%** were about **Housing Services**
- No complaints were closed about **Sheltered, Corporate, or Multiple**

Complaints by Stage

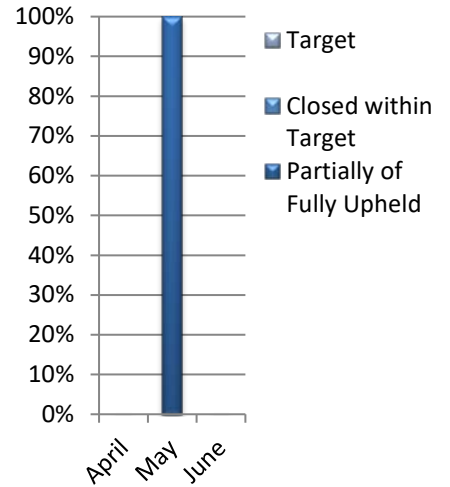
Of the 17 complaints closed:

- 15** were **Stage 1**, **100%** closed within target, with **24.3%** partially or fully upheld
- 2** were **Stage 2**, **100%** closed within target, with **100%** partially of fully upheld

Stage 1 Results



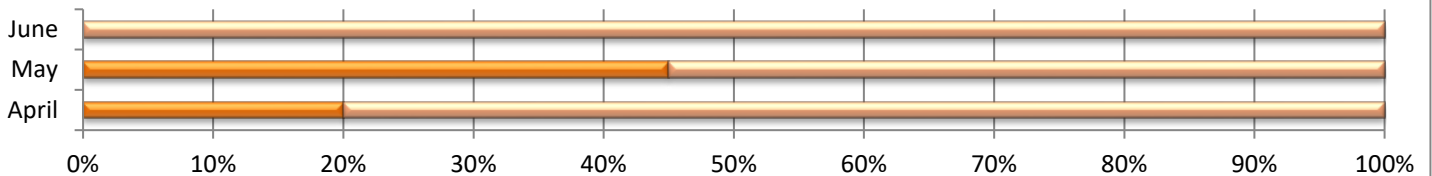
Stage 2 Results



	June	May	April
Stage 1	1	9	5
Stage 2	0	2	0

Complaint Outcome Satisfaction

- No. Satisfied
- Target



Of the total complaints closed, **22%** of complainants were satisfied with the results.