



Quarterly Complaints Report

April – June 2019

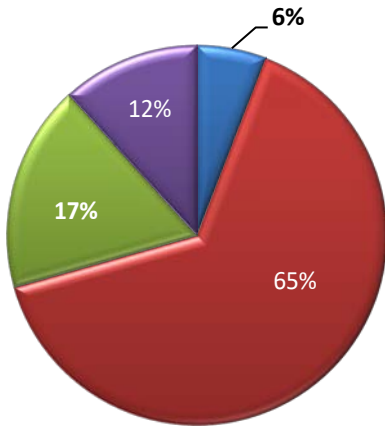
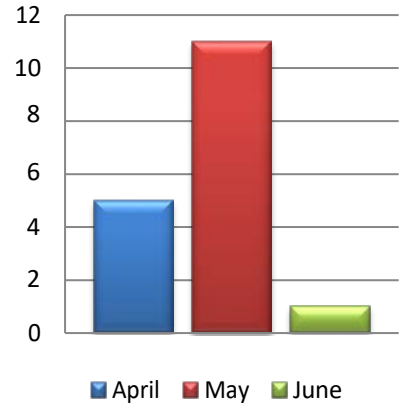
Complaints by month

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

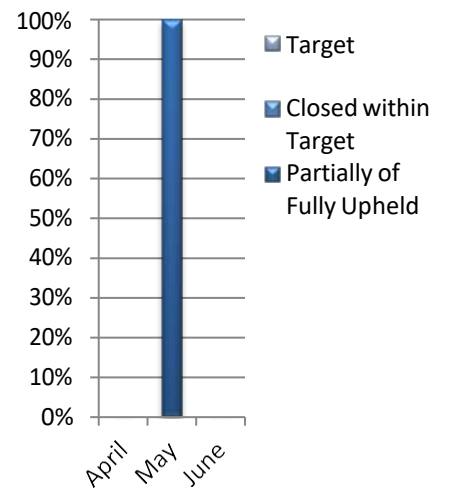
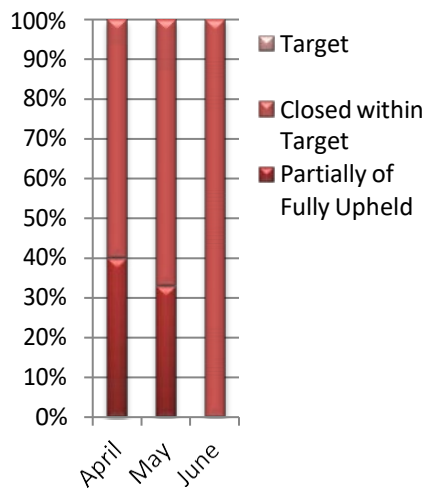
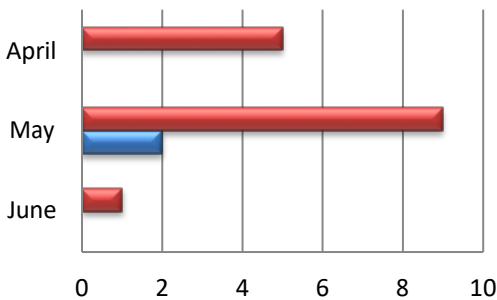
Of the 17 complaints closed:

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 or fully upheld

Stage 1 Results

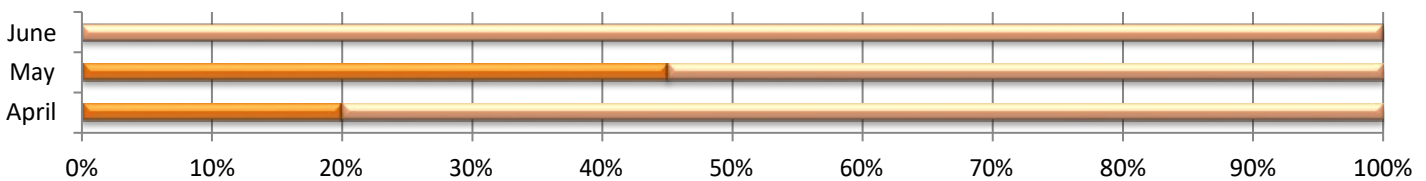
Stage 2 Results



	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.