## Annex 3

(i) Performance relating to Complaints 2022-2023

|  | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Stage One Complaints |  |  |  |  |  |  |  |  |  |  |  |  |  |
| \% Stage One Complaints Closed On-time | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% |
| No. Stage One Complaints | 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| No. Stage One Complaints Closed On-time | 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| \% Stage One Complaints Upheld | 26.7\% | 28.6\% | 33.3\% | 57.1\% | 50.0\% | 33.3\% | 28.6\% | 38.1\% | 33.3\% | 35.0\% | 50.0\% | 31.0\% | 36.5\% |
| No. Stage One Complaints | 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| No. Stage One Complaints Upheld | 4 | 4 | 3 | 4 | 9 | 4 | 2 | 8 | 5 | 7 | 10 | 13 | 73 |
| Stage Two Complaints |  |  |  |  |  |  |  |  |  |  |  |  |  |
| \% Stage Two Complaints Closed On-time | 50.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 75.0\% | 100.0\% | 90.0\% | 93.5\% |
| No. Stage Two Complaints | 2 | 9 | 3 | 2 | 3 | 4 | 6 | 5 | 3 | 8 | 7 | 10 | 62 |
| No. Stage Two Complaints Closed On-time | 1 | 9 | 3 | 2 | 3 | 4 | 6 | 5 | 3 | 6 | 7 | 9 | 58 |
| \% Stage Two Complaints Upheld | 0.0\% | 11.1\% | 33.3\% | 50.0\% | 33.3\% | 0.0\% | 33.3\% | 20.0\% | 0.0\% | 50.0\% | 0.0\% | 40.0\% | 24.2\% |
| No. Stage Two Complaints | 2 | 9 | 3 | 2 | 3 | 4 | 6 | 5 | 3 | 8 | 7 | 10 | 62 |
| No. Stage Two Complaints Closed On-time | 0 | 1 | 1 | 1 | 1 | 0 | 2 | 1 | 0 | 4 | 0 | 4 | 15 |

## (ii) Complaints closed by catorgy 2022-23



Total Complaints by Type
Allocations Complaints
Anti-social Behaviour Complaints
Tenancy Management Complaints Rents and Service Charges Complaints Repairs - Day to Day
Repairs - Planned Maintenance Staff and Customer Services Complaints Other Landlord Complaints Lifeline Complaints

| 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 5 | 1 | 1 | 9 |
| 0 | 2 | 0 | 1 | 0 | 3 | 0 | 5 | 0 | 0 | 1 | 4 |  |
| 4 | 3 | 2 | 1 | 6 | 3 | 2 | 5 | 2 | 3 | 1 | 5 | 37 |
| 1 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 1 | 0 | 2 | 4 | 13 |
| 4 | 5 | 2 | 2 | 3 | 2 | 4 | 3 | 5 | 4 | 5 | 14 | 53 |
| 4 | 2 | 4 | 0 | 7 | 1 | 1 | 3 | 6 | 7 | 8 | 10 | 53 |
| 1 | 2 | 0 | 2 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 1 | 13 |
| 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 6 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

