

Stage 2 Complaints Received 01/10/2024 – 31/12/2024

Complaints Received – 7

Average time to respond (in working days) – 25.5

Complaints Upheld – 1

Complaints Partially Upheld - 3

Complaints Not Upheld – 3

Complaints related to Property Services – 0

Complaints related to Housing Management – 6

Other Complaints - 1