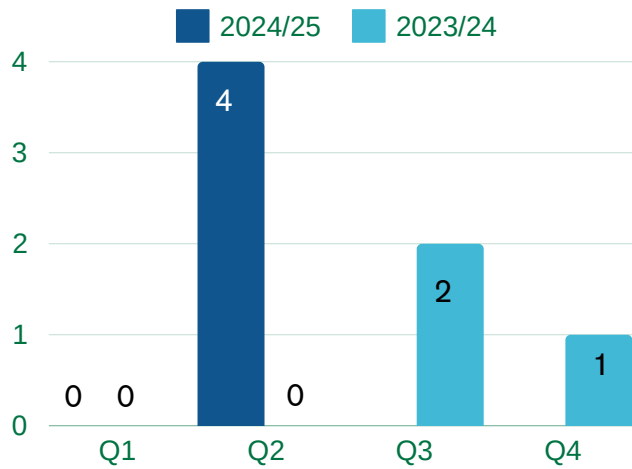


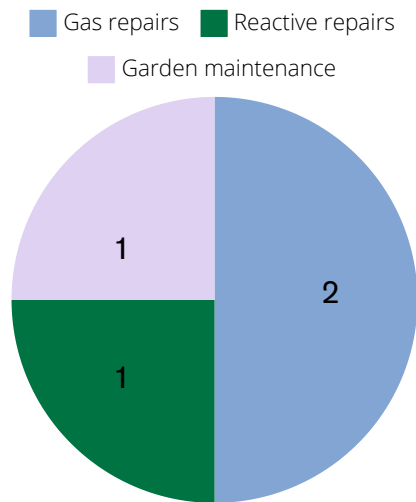
Formal Complaints

1st April 2024 to 31st March 2025

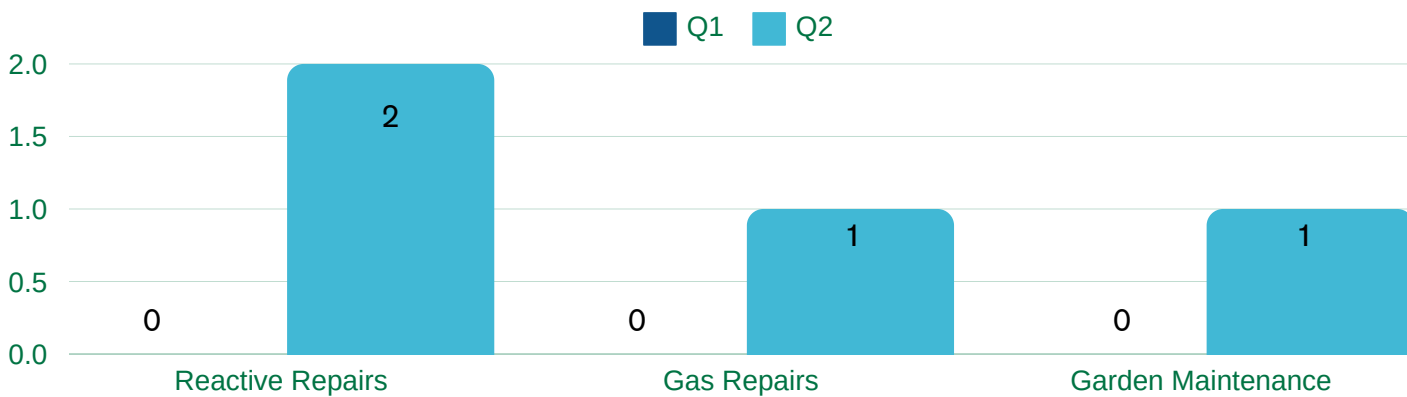
Number of formal complaints per quarter compared to last year



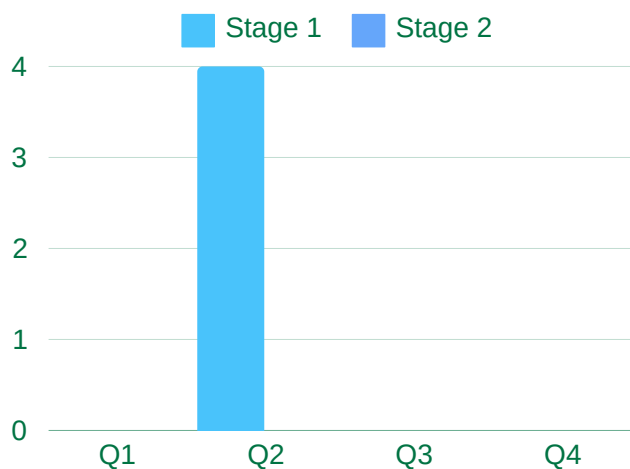
Formal complaints per category - Q2



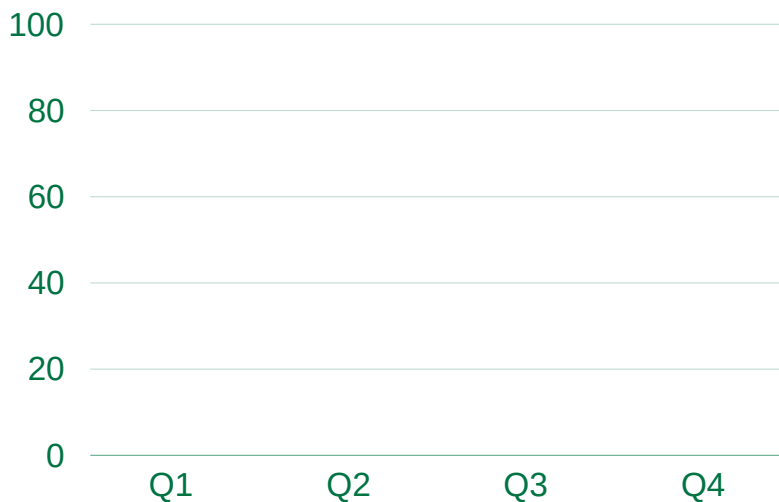
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



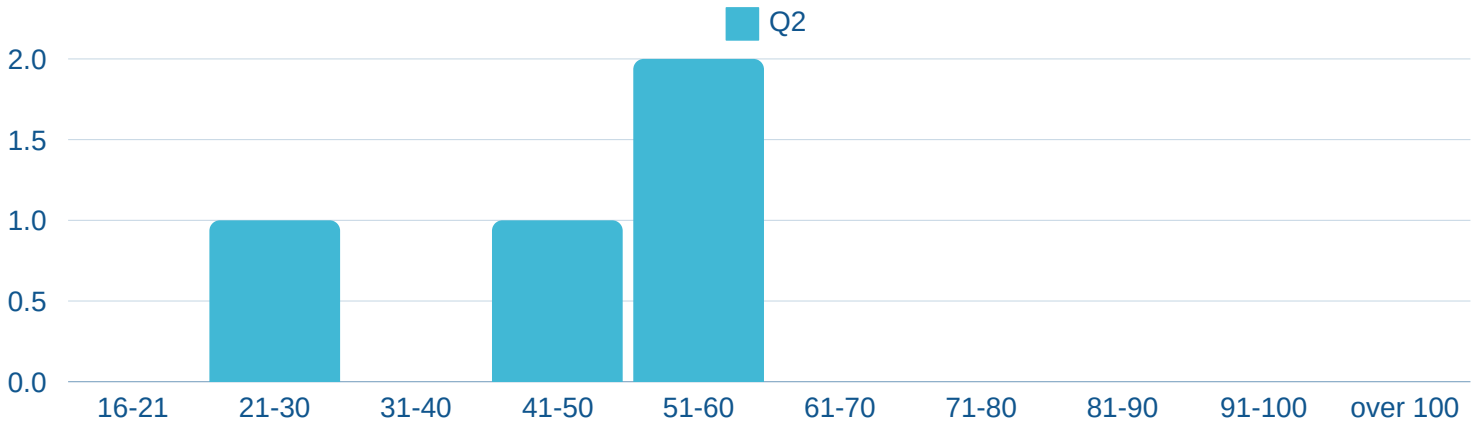
Number of complaints Housing Ombudsman determinations



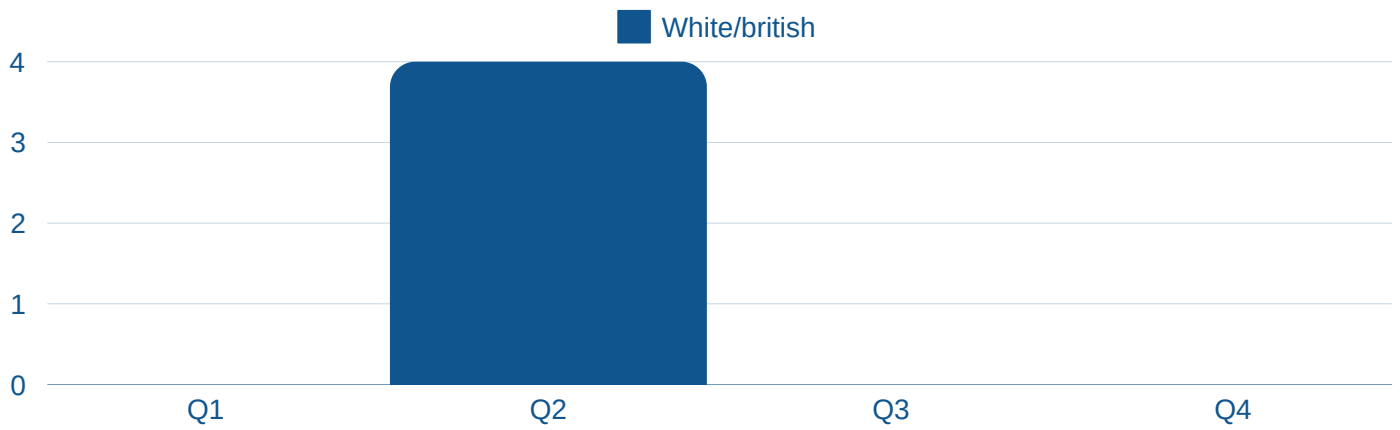
Actions taken:-

- Reviewed the communication for replacement boilers
- Refine processes and timescales with emh for repairs they are responsible for

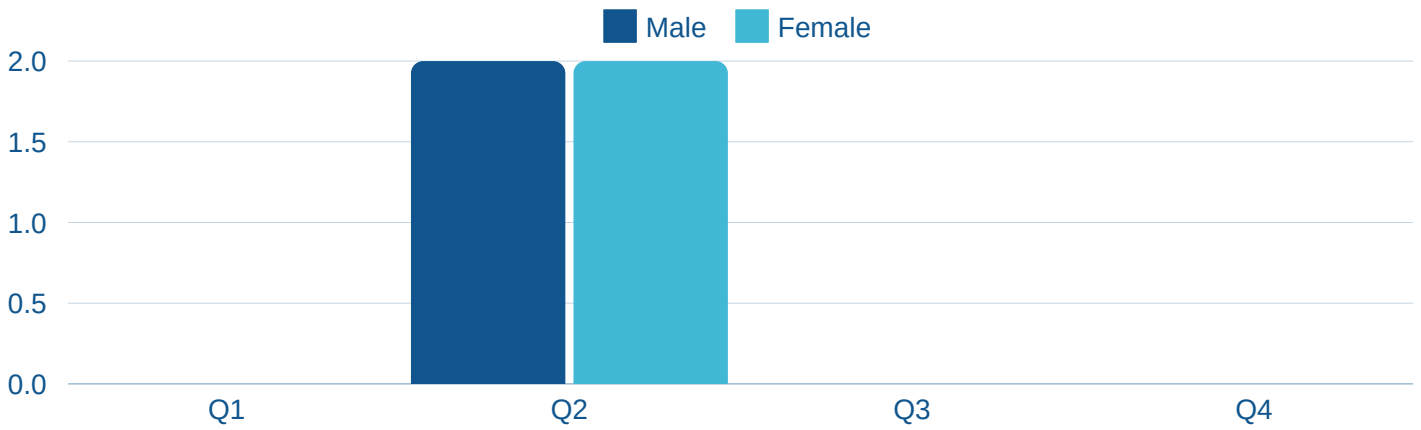
Formal complaints per age



Formal complaints per ethnicity



Formal complaints per gender



Formal complaints per length of tenancy

