

# Complaint Performance Information

## Quarter 1

Service Area	Stage (s)	Complaint Type	Outcome
Temporary Accommodation	1	Temporary accommodation storage	Not Upheld
	2		None
	3		None
Estate Management	1	Garage cleared in error	Upheld
	2		None
	3		None
Estate Management	1	Service failures following fire	Upheld
	2		Upheld
	3		Upheld
Sheltered housing/repairs	1	Emergency access and re-decoration	Partially upheld
	2		Not Upheld
	3		Upheld
Total stage 1 complaints		Total stage 2 complaints	Total stage 3 complaints
4		2	2

## Quarter 2

Service Area	Stage (s)	Complaint Type	Outcome
Allocations	1	Staff attitude and poor customer service	Partially upheld
	2		None
	3		None
Estate Management	1	Rent payment missing	Upheld
	2		None
	3		None
Total stage 1 complaints		Total stage 2 complaints	Total stage 3 complaints
2		0	0

## Quarter 3

Service Area	Stage (s)	Complaint Type	Outcome
Repairs	1	Completed repairs have non resolved issues	Partially upheld
	2		None
	3		None
Total stage 1 complaints		Total stage 2 complaints	Total stage 3 complaints
1		0	0

## Quarter 4

Service Area	Stage (s)	Complaint Type	Outcome
Repairs	1	Ongoing repairs have non resolved issues	Partially upheld
	2		
	3		
Allocations	1	Complaint relating to Government legislation	Not Upheld
	2		
	3		
Total stage 1 complaints		Total stage 2 complaints	Total stage 3 complaints
2		0	0