

Stage 2 Complaints received 01/10/19 - 31/12/19

Complaints received	4
Responded to on time	4
Average time to respond (in working days)	16.5
Complaints upheld	0
Complaints partially upheld	1
Complaints not upheld	3
Complaints in progress	0
Complaints relating to Property Services	2
Complaints relating to Housing Management	2
Other Complaints	0