

Stage 2 Complaints Received 01/07/2025 – 30/09/2025

Complaints Received – 13

Average time to respond (in working days) – 20.5

Complaints Upheld – 0

Complaints Partially Upheld - 6

Complaints Not Upheld – 7

Complaints related to Property Services – 2

Complaints related to Housing Management – 11

Other Complaints - 0