

Complaints Performance Summary | Q1 2026/27 Reporting

Area	Report Status
Complaints Handling Performance Metrics How tenants can make a complaint, what they can expect from the process, and how we perform against our service standards. Includes response times, Ombudsman findings, and learning from complaints.	<u>Q1 2026/27 Data</u> 22 Formal Complaints received 17 Stage One Complaints as 77% 5 Stage Two Complaints as 23% - Stage One Response Timescales was 85% - Stage Two Response Timescales was 60%
Q1 2025/26 Complaints Performance	<u>Q1 2025/26 Data</u> 18 Stage One Complaints as 67% 9 Stage Two Complaints as 33%
Comparison Data Q1 2025/26 to 2026/27	<u>Data Analysis</u> The 2026/27 Data indicates increased management in the proactive handling of Complaints at Stage 1 with the outcome that reduced cases (44.4%) are escalating to Stage 2. Additionally, that overall complaints have decreased by 18.5% which indicates that issues are resolved before escalating to Stage 1 or Stage 2. - Stage One Complaints decreased by 5.6% - Stage Two Complaints decreased by 44.4% - Overall Complaints Handling decreased by 18.5%