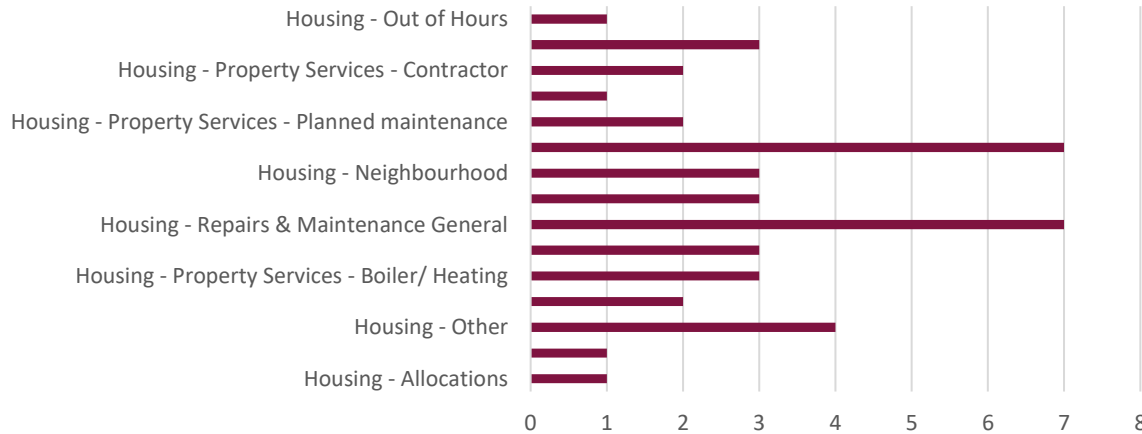


**Stage 1 complaints received** 43  
Responded to within 10 days 29 – 67%  
Escalated to Stage 2 2

28 Property services  
20 Responded within 10 days  
71%

15 Other housing  
9 responded within 10 days  
60%

Type of Complaint



29 Upheld  
4 Not upheld  
8 Partially upheld  
4 Withdrawn

13 MP Enquires  
4 Housing Ombudsman

