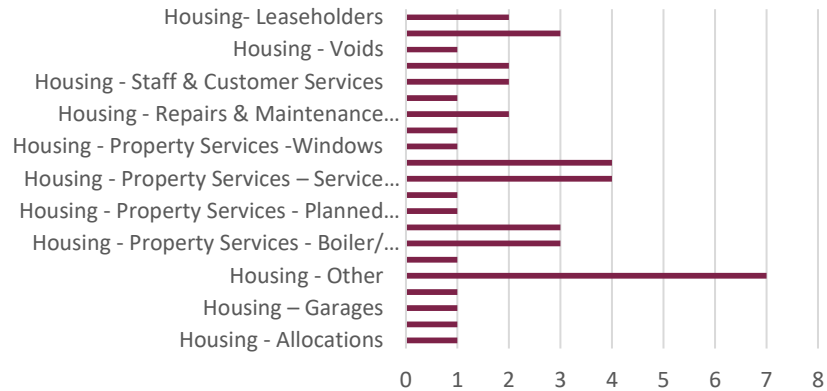


**Stage 1 complaints received** 43  
 Responded to within 10 days 35 – 81%  
 Escalated to Stage 2 6

18 MP Enquires  
 4 Housing Ombudsman

23 Upheld  
 8 Not upheld  
 1 Partially upheld  
 3 Withdrawn  
 1 Housing Ombudsman

Type of complaint



Complaint – 2024/25	Q1	Q2
<b>Stage 1</b>	36	43
<b>Responded to within 10 days</b>	22 - 61%	35 - 81%
<b>Stage 2</b>	11	6

