

Service Delivery Complaints 1 <sup>st</sup> April 2021 to 30 <sup>th</sup> June 2021							
Stage of Complaint	Number	Complaints close in full	Average Days	Upheld	Partially upheld	Not upheld	Resolved
Frontline Complaints	7	7	0.43	2	0	3	2
Stage 2 Complaints	1	1	18	1	0	0	0

Service Delivery Complaints 1 <sup>st</sup> April 2020 to 31st March 2021						
Stage of Complaint	Number	Completion in Year	Average Days	Upheld	Not upheld	Partially upheld
Frontline Complaints	30	30	0.83 days	16	14	0
Stage 2 Complaints	10	10	12.70 days	1	6	3

Frontline complaints by Service Delivery Area	
Contractor Code of Conduct	1
Cyclical Maintenance	6
Estate Management	7
Planned Maintenance	1
Reactive Repairs	14
Rechargeable Repairs	1
<b>Total</b>	<b>30</b>

Stage 2 Complaints by Service Delivery Area	
Communication	1
Estate Management	4
Planned Maintenance	3
Other Issue	1
Void Management	1
<b>Total</b>	<b>10</b>