

Service Delivery Complaints - 1st April 2023 to 30th June 2023

Stage of Complaint	Number	Complaints closed in full	Average Days	Upheld	Not upheld	Partially upheld	Resolved
Frontline Complaints	4	4	3	0	3	0	1
Stage 2 Complaints	2	2	13	0	2	0	0

Frontline complaints by Service Delivery Area

Stage 2 adaptations	1
Reactive repairs	2
Cyclical maintenance/Grounds maintenance	1
Total	4

Stage 2 Complaints by Service Delivery Area

Unhappy with staff communication	1
Cyclical maintenance/Grounds maintenance	1
Total	2