

**Service Delivery Complaints – 1st October 2023 to 31st December 2023**

Stage of Complaint	Number received	% completed within timescale	Average timescales (Days)	Number Upheld	Number Partially upheld	Number Not upheld	Number Resolved
Frontline Complaints	2	100%	2	1	1	0	0
Stage 2 Complaints	2	50%	15	1	1	0	0

Frontline complaints by Service Delivery Area		Stage 2 Complaints by Service Delivery Area	
Cyclical Maintenance Gas	1	Common Repair	1
Common Repair	1	Unhappy with staff communication	1
<b>Total</b>	<b>2</b>	<b>Total</b>	<b>2</b>

**Service Delivery Complaints – 1 July 2023 to 30 September 2023**

Stage of Complaint	Number received	% completed within timescale	Average timescales (Days)	Number Upheld	Number Partially upheld	Number Not upheld	Number Resolved
Frontline Complaints	13	100%	3	8	2	1	2
Stage 2 Complaints	0	0	0	0	0	0	0

Frontline complaints by Service Delivery Area		Stage 2 Complaints by Service Delivery Area	
Cyclical Maintenance Grounds Maintenance	8		
Planned Maintenance - Heating	1		
Planned Maintenance - Kitchen	1		
Reactive Repairs	2		
Unhappy with Staff Communication	1		
<b>Total</b>	<b>13</b>	<b>Total</b>	<b>0</b>

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

Stage of Complaint	Number received	% completed within timescale	Average timescales (Days)	Number Upheld	Number Partially upheld	Number Not upheld	Number Resolved
Frontline Complaints	4	100%	3	0	3	0	1
Stage 2 Complaints	2	100%	13	0	2	0	0

<b>Frontline complaints by Service Delivery Area</b>	
Stage 2 adaptations	1
Reactive repairs	2
Cyclical maintenance/Grounds maintenance	1
<b>Total</b>	<b>4</b>

<b>Stage 2 Complaints by Service Delivery Area</b>	
Unhappy with staff communication	1
Cyclical maintenance/Grounds maintenance	1
<b>Total</b>	<b>2</b>