

Statistical report for 01/01/2021 to 31/03/2021

Stage 1

Total complaints opened	47
Equality issue	2
Total closed complaints	46
Fully upheld	14
Fully upheld (%)	30%
Partially upheld	13
Partially upheld (%)	28%
Resolved in timeframe	37
Resolved in timeframe (%)	80%

Stage 1 complaints by category

Housing services	17 (36%)
Care services	1 (2%)
Property services	15 (32%)
Development	1 (2%)
Finance and IT services	0 (N/A)
Human resources	0 (N/A)
Strategic support services	0 (N/A)
BR24	8 (17%)
Cross departmental	1 (2%)
Owner services	3 (6%)
Multiple	1 (2%)
COVID-19	0 (N/A)

Stage 2

Total complaints opened	9
Equality issue	0
Total closed complaints	9
Fully upheld	3
Fully upheld (%)	33%
Partially upheld	1
Partially upheld (%)	11%
Resolved in timeframe	9
Resolved in timeframe (%)	100%

Stage 2 complaints by category

Housing services	7 (78%)
Care services	0 (N/A)
Property services	0 (N/A)
Development	0 (N/A)
Finance and IT services	0 (N/A)
Human resources	0 (N/A)
Strategic support services	0 (N/A)
BR24	0 (N/A)
Cross departmental	2 (22%)
Owner services	0 (N/A)
Multiple	0 (N/A)
COVID-19	0 (N/A)