

## Statistical report for 01/04/2021 to 30/06/2021

### Stage 1

Total complaints opened	60
Equality issue	2
Total closed complaints	60
Fully upheld	18
Fully upheld (%)	30%
Partially upheld	17
Partially upheld (%)	28%
Resolved in timeframe	44
Resolved in timeframe (%)	73%

### Stage 1 complaints by category

Housing services	27 (45%)
Care services	2 (3%)
Property services	17 (28%)
Development	3 (5%)
Finance and IT services	0 (N/A)
Human resources	0 (N/A)
Strategic support services	0 (N/A)
BR24	4 (7%)
Cross departmental	3 (5%)
Owner services	2 (3%)
Multiple	2 (3%)
COVID-19	0 (N/A)

### Stage 2

Total complaints opened	11
Equality issue	1
Total closed complaints	10
Fully upheld	2
Fully upheld (%)	20%
Partially upheld	4
Partially upheld (%)	40%
Resolved in timeframe	5
Resolved in timeframe (%)	50%

### Stage 2 complaints by category

Housing services	5 (45%)
Care services	1 (9%)
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	0 (N/A)
Owner services	3 (27%)
Multiple	1 (9%)
COVID-19	1 (9%)