

Compliments and complaints

1 October 2017 – 31 March 2018

These are the formal complaints registered between 1 October 2017 and 31 March 2018.

33 compliments were also logged over the same period.

Team	Upheld complaints	Rejected complaints	Still open	Total complaints
Customer Services	0	1	0	1
Development	2	0	0	2
Lettings	2	3	0	5
Maintenance	3	4	2	9
Neighbourhood Housing	1	6	0	7
Out-of-hours service	0	0	0	0
Property Plus	4	1	0	5
Total	12	15	2	29

Nature of complaint	Upheld complaints
Communications	8
Delayed works	5
Quality of workmanship	4
Not at fault	10
Still open	2
Total	29