

Compliments and complaints

1 July to 30 September 2018

These are the formal complaints registered 1 July and 30 September 2018.

18 compliments were logged over the same period.

Team	Upheld complaints	Rejected complaints	Still open	Total complaints
Customer Services	0	0	0	0
Development	0	0	0	0
Lettings	1	6	0	7
Maintenance	3	1	0	4
Neighbourhood Housing	1	2	1	4
Out-of-hours service	0	0	0	0
Property Plus	1	0	0	1
Total	6	9	1	16

Nature of complaint	Upheld complaints
Communications	2
Delayed Works	0
Quality of workmanship	1
Not at fault	0
Recharges	1
Missed appointment	1
Staff Issue	1
Total	6