

## Compliments and complaints

1 October to 31 December 2018

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

18 compliments were logged over the same period.

Team	Upheld complaints	Rejected complaints	Still open	Total complaints
Customer Services	1	0	0	1
Development	0	0	1	1
Lettings	5	3	0	8
Maintenance	0	3	3	6
Neighbourhood Housing	0	2	0	2
Out-of-hours service	0	0	0	0
PropertyPlus	0	0	0	0
<b>Total</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>18</b>

Nature of complaint	Upheld complaints
Communications	1
Delayed works	0
Quality of workmanship	0
Not at fault	1
Recharges	2
Staff issue	2
<b>Total</b>	<b>6</b>