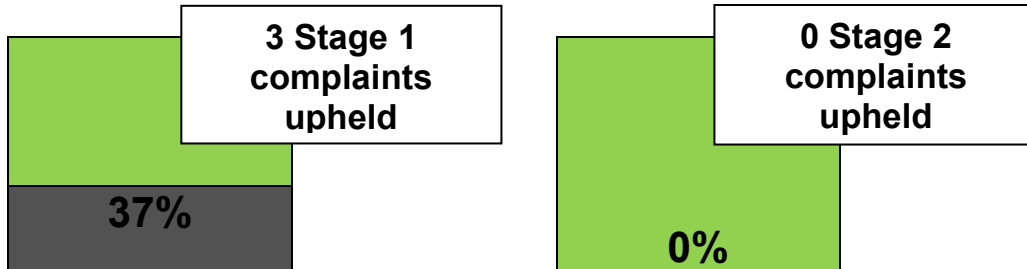


Between 1 January and 31 March 2022, the Association received 8 Stage 1 complaints and 0 Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	4
Access to Housing and Support	0
Customer / Landlord Relationship	4
Getting good value from rents & service charges	0
Neighbourhood and community	0
Complaints relating to equalities	0

Action taken to improve services

Two of the complaints upheld were the responsibility of third parties who were informed of issues. The third was related to a telephone message not being passed on, however there was no awareness of such a message being left.

Complaints responded to within timescales:

