

Housing Complaints Q4 – 2024/25

Stage 1 complaints received 53

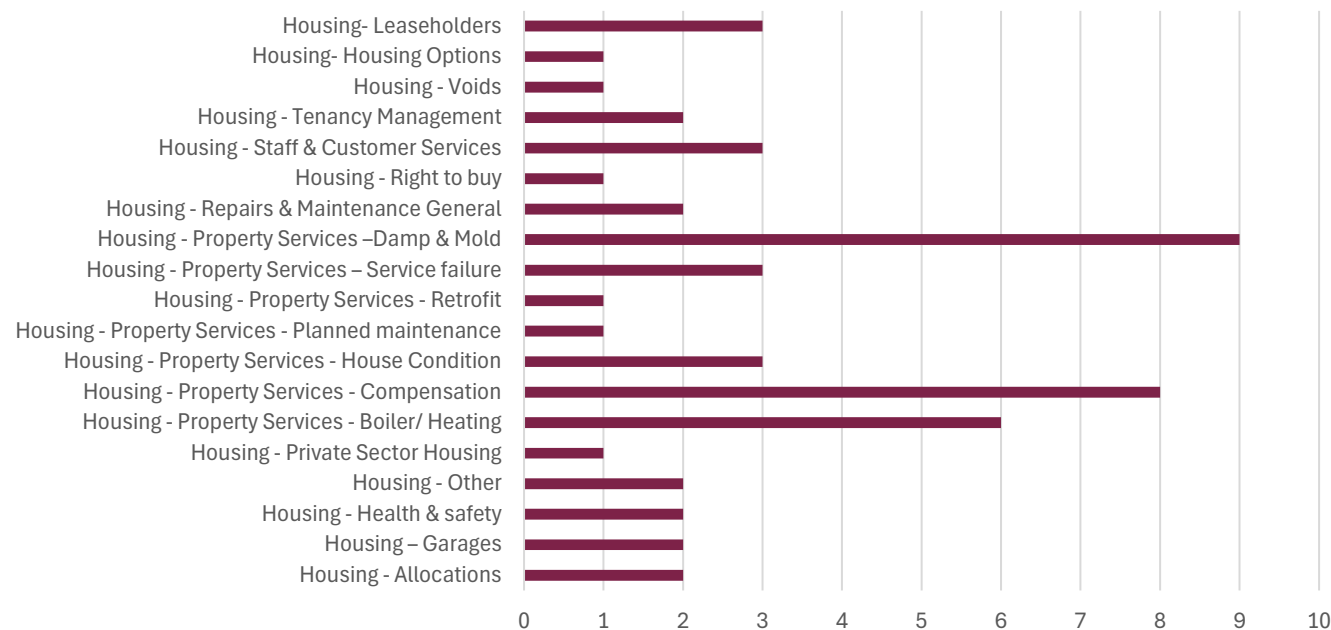
Responded to within 10 days 43
– 81%

Escalated to Stage 2 14

41 Upheld
7 Not upheld
2 Partially upheld
3 Withdrawn

Complaint – 2024/25	Q1	Q2	Q3	Q4
Stage 1	36	43	29	53
Responded to within 10 days	22 - 61%	35 - 81%	23 – 79%	43 – 81%
Stage 2	11	6	1	14

Q4 Complaint Type



17 MP Enquires
2 Housing Ombudsman

