

Annual Complaints Performance 2024-25

Performance Indicator	Q1 Apr - Jun	Q2 Jul - Sept	Q3 Oct - Dec	Q4 Jan - Mar	YTD 24/25
Formal Complaints					
Formal Complaints Stage 1	2	7	5	5	19
Formal Complaints Stage 2		2	2	1	5
Ombudsman Stage	1				1

Complaint theme	Number
HHT Staff	4
ASB	5
Repairs	6
Housing	1
Damp and Mould	2
Contractors	1
Other (provide details)	0