Complaints

Measure	Target	Q1 2026/27	Jul 2026	Aug 2026
Residents satisfied with how their complaint was handled Reported quarterly.	80%	Not yet reported	Not yet reported	Not yet reported
Stage 1 complaints received	No target	**5**	2	1
Stage 1 complaints acknowledged within 5 working days	100%	**100%**	100%	100%
Stage 1 complaints answered within 10 working days	100%	**100%**	No complaints	100%
Complaints escalated to stage 2	No target	**1**	0	0
Stage 2 complaints acknowledged within 5 working days	100%	**1**	No complaints	2
Stage 2 complaints answered within 20 working days	100%	**1**	No complaints	2
Complaints made through councillors or MPs	No target	**0**	0	0
Complaints escalated to the Housing Ombudsman	No target	**0**	0	0