

Complaints received in 2019/20

Complaints resolved at first point of contact	240
Complaints passed for further investigation	347
Total	587

Complaints closed in 2019/20

		In target	Out of target
Complaints resolved at first point of contact within 1 day target	240	240	0
Complaint investigations resolved within 14 day target	342	265	77
Total	582	505	77

There were 5 ongoing complaints, still within the 14 day target at the time this data was produced.

Complaints escalated for review by management

	In target	Out of target
Complaints that were investigated by management within 21 day target	87	0

Complaints escalated to the Housing Ombudsman

Total	6
Complaints resolved during investigation by the Housing Ombudsman	2
Housing Ombudsman determination (decision)	
Maladministration (poor management)	1
No maladministration	3