

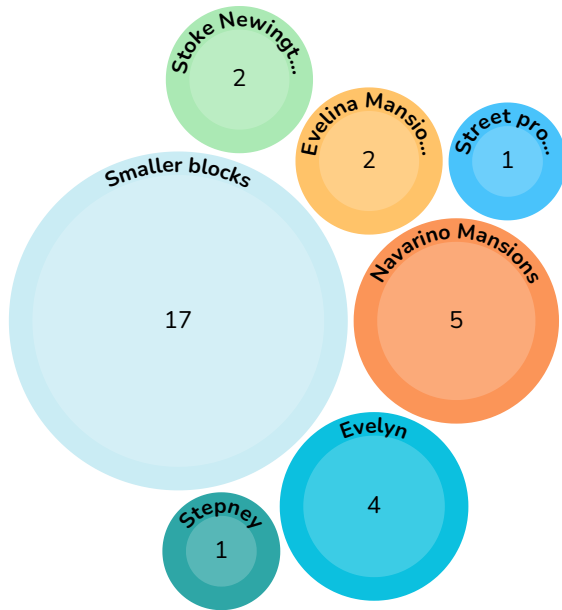
# Complaints Dashboard

## August 2025

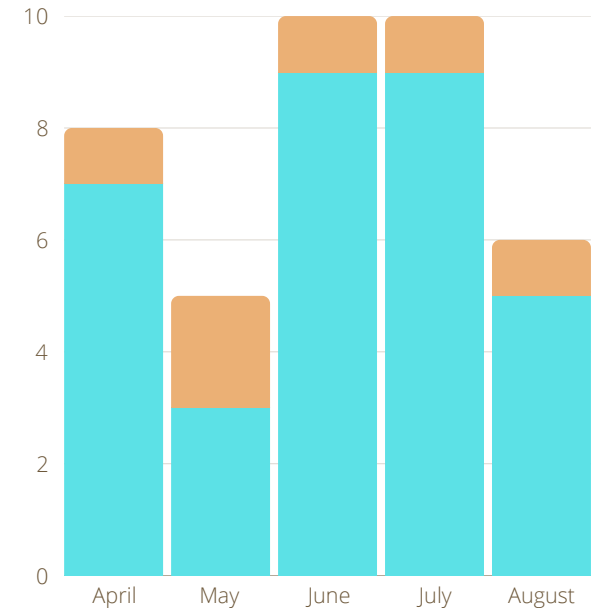
Total complaints received in August: 6

Total complaints 2025/26 to date : 39

### Complaints by location YTD



### Key themes



Stage 1: 33  
Stage 2: 6

### Actions

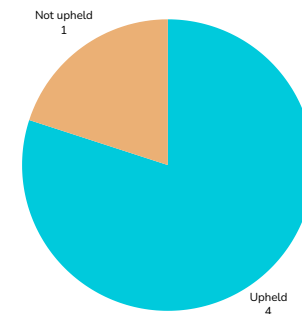
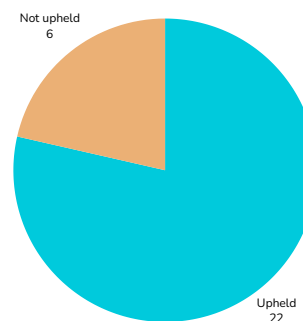
5 Closed cases with outstanding actions

6 Actions related to cases

153 Days running average

We have one decant and one access issue pushing the average up. As more recent actions are being closed off quicker this is leaving the more long standing issues.

### Stage 1 outcomes Stage 2 outcomes



\*numbers may differ from total complaints as not all complaints received in this period will have been responded to in the same period

## Stage 1 Complaints by location and service area

	Evelyn Court	Stoke	Navarino Mansions	Street	Evelina Mansions	Stepney Green	Smaller blocks
Repairs	3	-	3	1	2	2	4
Housing	1	2	1	-	-	-	11
Repairs & Housing	-	-	-	-	-	-	1
Compliance	-	-	1	-	-	-	1
Asset	-	-	-	-	-	-	-

## Lessons Learnt this month

### Issue

- Multiple repair visits without resolution
- Repair works rejected on repairs EVO app without reason

### Outcome

- Process introduced to highlight where a repair job has been added to, for a detailed discussion in weekly meeting with EVO when two or more attendances have occurred.
- Decision comments relayed to residents via the app and opportunity to contact IDS if those comments are not satisfactory. A telephone call is to be made to the resident to explain the rationale where there are multiple rejections.