

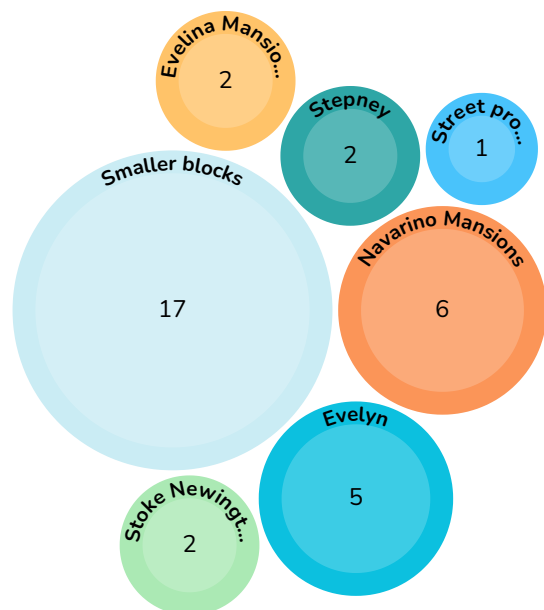
Complaints Dashboard

September 2025

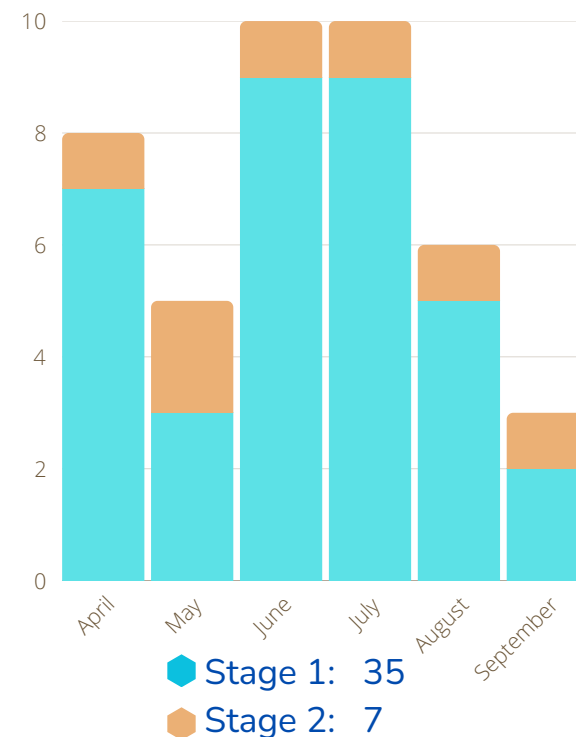
Total complaints received in September: 3

Total complaints 2025/26 to date : 42

Complaints by location YTD



Key themes

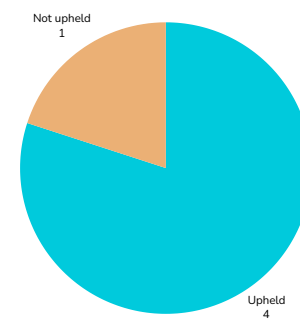
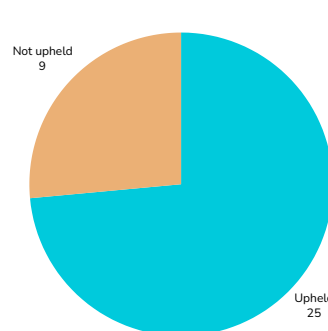


Actions

- 3 Closed cases with outstanding actions
- 4 Actions related to cases
- 216 Days running average
- 2 Actions closed and completed within the period

Three remaining long cases with actions outstanding due to decant requirement, contractor access, and managing agent lack of contact preventing closures of these.

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	2	2	2	-	-	-	11
Repairs & Housing	-	-	-	-	-	-	1
Compliance	-	-	1	-	-	-	1
Asset	-	-	-	-	-	-	-

Lessons Learnt this month

Issue

- Delay in correct UC payment due to confirmation of details error.
- Poor customer service provided over the phone

Outcome

- Refresher training provided to staff members when verifying UC applications.
- Call recording was shared with the staff member for review and reflection and reminder provided about excellent customer service expectations.