

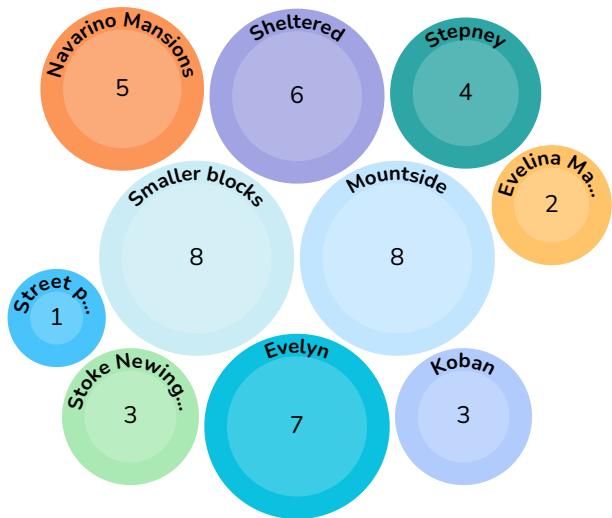
Complaints Dashboard

November 2025

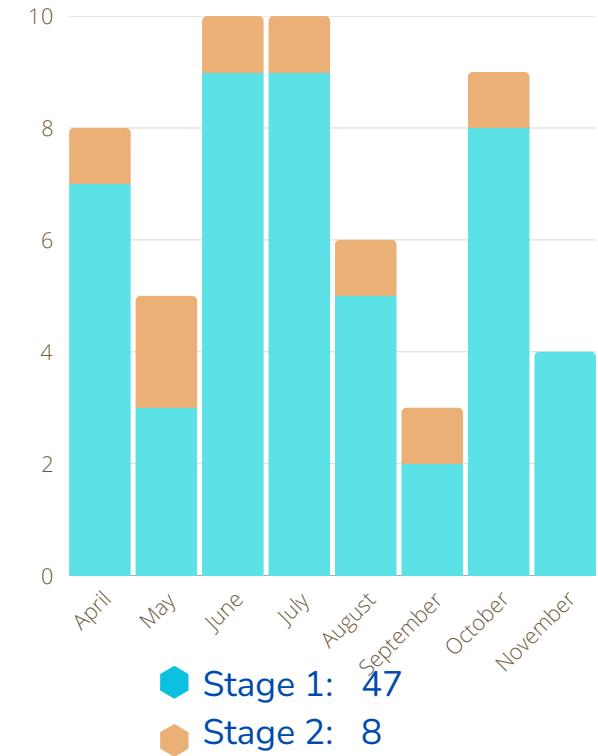
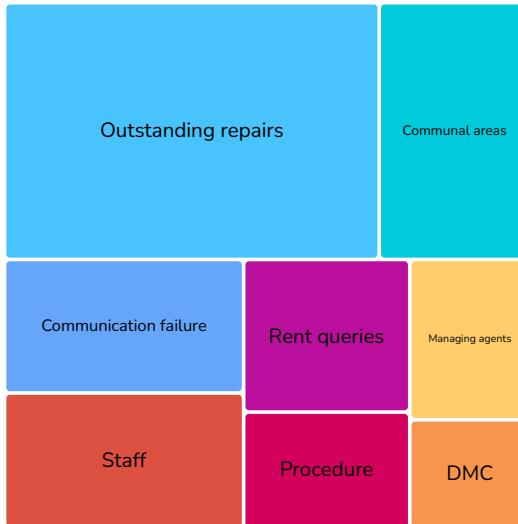
Total complaints received in November: 4

Total complaints 2025/26 to date : 55

Complaints by location YTD



Key themes



Actions

6 Closed cases with outstanding actions

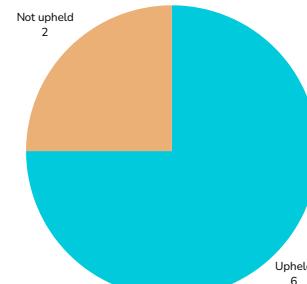
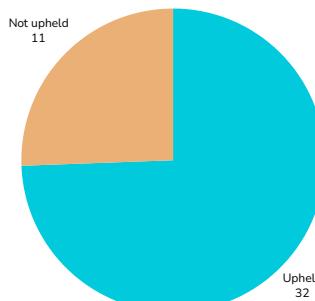
7 Actions related to cases

170 Days running average

2 Actions closed and completed within the period

Three continuing long cases with actions. Others resulting in running total of 15 days.

Stage 1 outcomes Stage 2 outcomes



*numbers may differ from total 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 & smaller	Evelina Mansions	Stepney Green	Mountside	Sheltered
Repairs	5	1	3	9	2	2	4	1
Housing	2	2	2	8	-	2	4	4
Repairs & Housing	-	-	-	2	-	-	-	-
Compliance	-	-	-	1	-	-	-	1
Asset	-	-	-	-	-	-	-	-

Lessons Learnt this month

Issue	Outcome
<ul style="list-style-type: none"> • Scaffolding blocking the ability to open window when erected 	<ul style="list-style-type: none"> • Review of scaffold erection process and procedure written to share with contractors responsible for scaffold erection on our sites.