

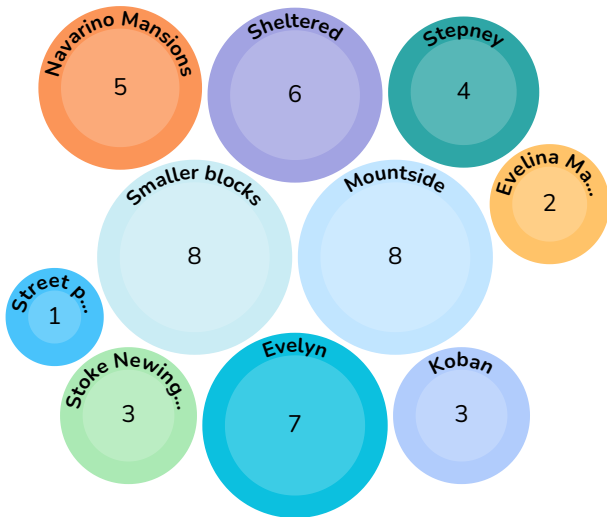
# Complaints Dashboard

## November 2025

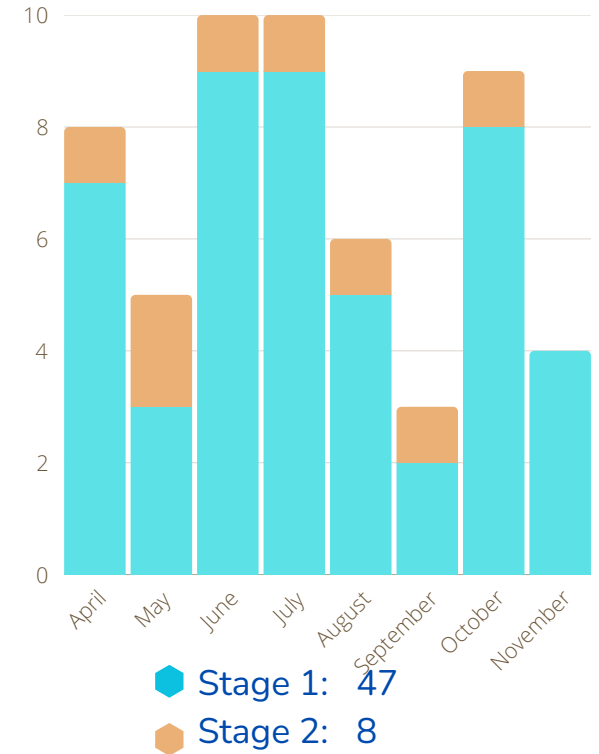
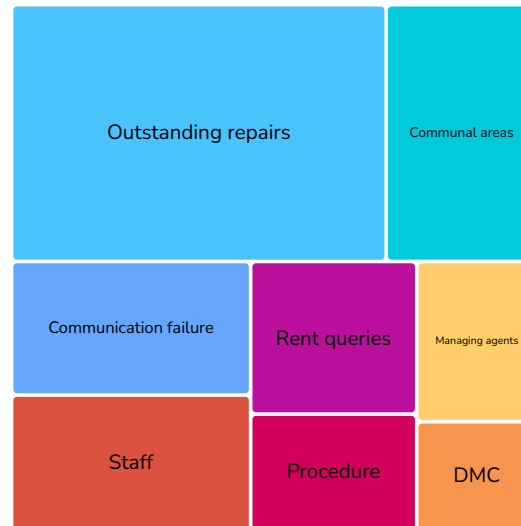
Total complaints received in November: 4

Total complaints 2025/26 to date : 55

### Complaints by location YTD



### Key themes

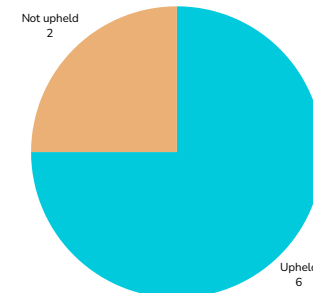
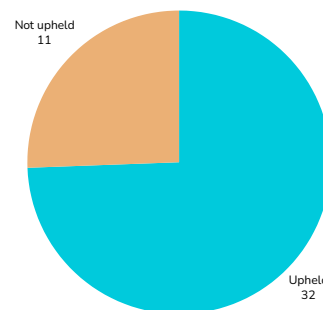


### Actions

- 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 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 & 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

- Scaffolding blocking the ability to open window when erected

### Outcome

- Review of scaffold erection process and procedure written to share with contractors responsible for scaffold erection on our sites.