

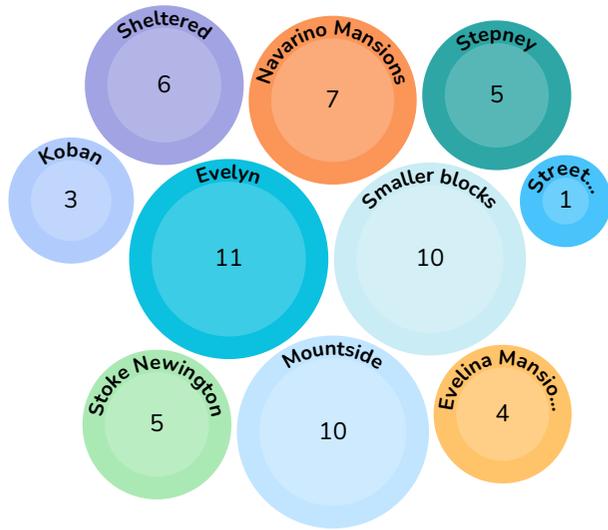
Complaints Dashboard

January 2026

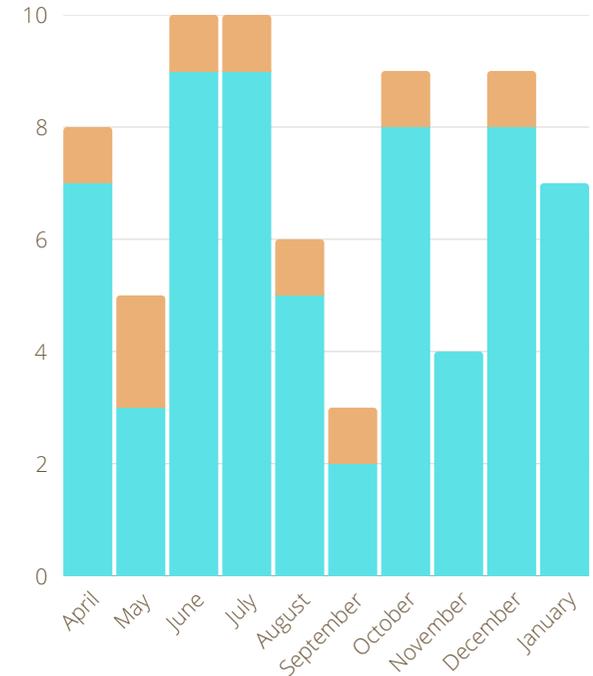
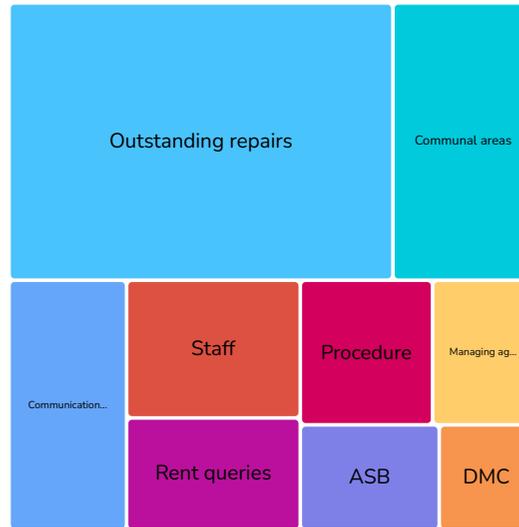
Total complaints received in January: 7

Total complaints 2025/26 to date : 71

Complaints by location YTD



Key themes

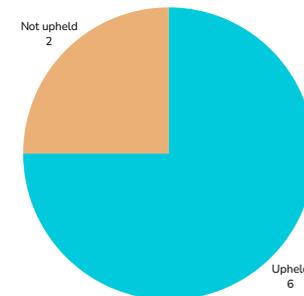
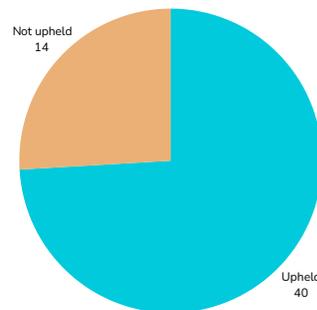


Actions

- 7 Closed cases with outstanding actions
- 9 Actions related to cases
- 246 Days running average
- 1 Actions closed and completed within the period

Three continuing long cases with actions. Others resulting in running total of 95 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	9	1	4	6	2	3	4	1
Housing	2	3	2	6	-	2	6	4
Repairs & Housing	-	1	-	1	-	-	-	-
Compliance	-	-	-	1	-	-	-	1
Asset	-	-	1	-	1	-	-	-

Lessons Learnt this month

Issue

- Unknown number to call following a lift entrapment
- Lack of empathy following lift entrapment

Outcome

- Stickers have been ordered to put on the communal wall outside of the lift as well as inside, so anyone aware of an entrapment has easy access of the number to call. calling to check after entrapment
- Built into the process that a member of staff will contact the resident concerned following any report of entrapment to check on welfare following the event.