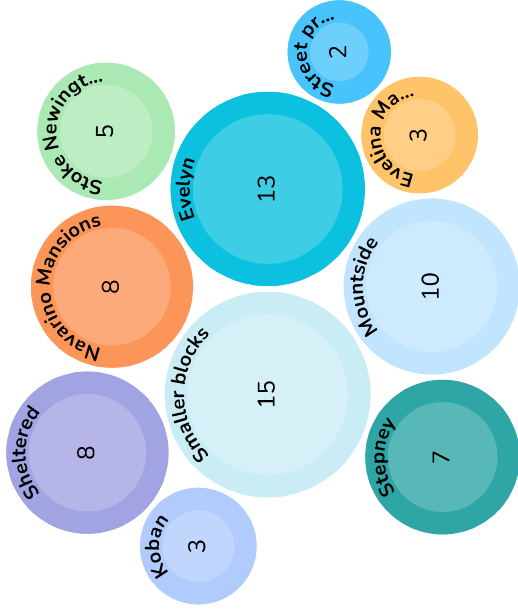


Complaints Dashboard March 2026

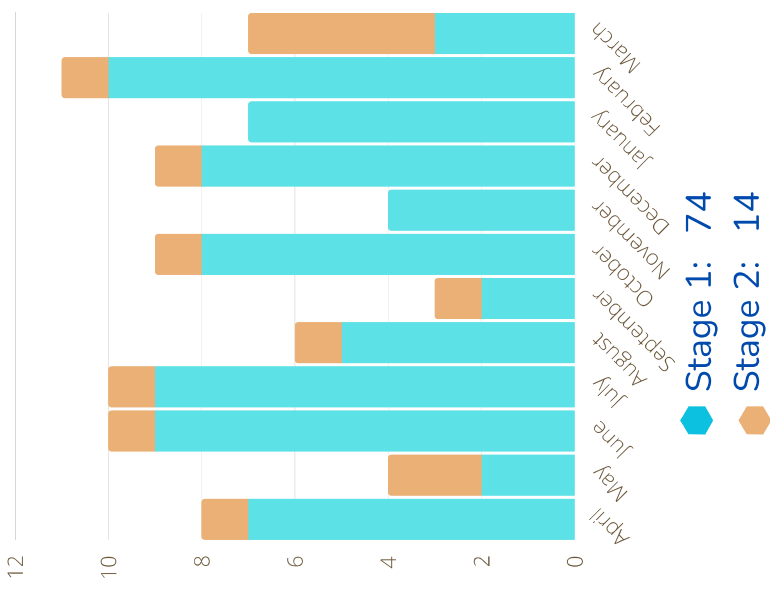
Total complaints received in March: 7

Total complaints 2025/26 : 88

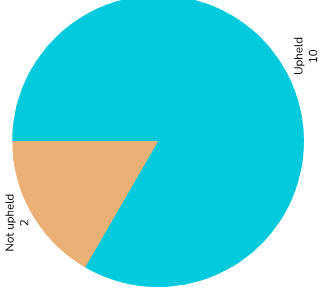
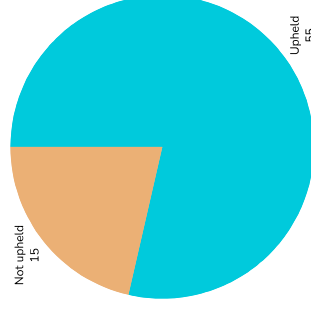
Complaints by location YTD



Key themes



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

Actions

- 5 Closed cases with outstanding actions
 - 5 Actions related to cases
 - 129 Days running average
 - 3 Actions closed and completed within the period
- Three longer standing cases to be finalised awaiting on resident access and external quotes for equipment. Without these the running average is 29 days.

Stage 1 Complaints by location and service area

	Evelyn Court	Stoke	Navarino Mansions	Street & smaller	Evelina Mansions	Stepney Green	Mountside	Sheltered
Repairs	10	1	4	7	2	3	4	2
Housing	3	3	3	8	-	3	6	4
Repairs & Housing	-	1	-	2	-	-	-	-
Compliance	-	-	-	3	-	-	-	2
Asset	-	-	1	-	1	1	-	-

Lessons Learnt this month

Issue	Outcome
<ul style="list-style-type: none"> Loss of heating in a sheltered property 	<ul style="list-style-type: none"> Whilst the response timeframes were met, discussions were carried out with the heating contractors to triage resident vulnerabilities where possible to arrange for a quicker response.
<ul style="list-style-type: none"> Lack of personal data / resident needs collected ahead of disruptive major works 	<ul style="list-style-type: none"> Need to engage further in advance of future disruptive works to provide every opportunity for residents to share their needs ahead of works starting to be taken into consideration.
<ul style="list-style-type: none"> No alternatives offered during period without a working shower 	<ul style="list-style-type: none"> Consideration to be given to offering or discussing shower alternatives where there are no other washing facilities available for a prolonged period.