

Irvine Q1 2021-22

Complaint Type	April	May	June	Total
Anti-Social Behaviour			1	1
Behaviour of staff or service provider	1			1
Property Improvement	1			1
Repairs	7	7	5	19
Tenancy Management	1	2		3
Grand Total	10	9	6	25

Outcome	April	May	June	Total
Customer not engaged	2			2
Not Upheld	6	5		11
Partially Upheld		3	2	5
Upheld	2	1	4	7
Grand Total	10	9	6	25

Complaint Stage	April	May	June	Total
stage 1	10	8	6	24
stage 2		1		1
Grand Total	10	9	6	25

Breached Timescales	April	May	June	Total
Agreed deadline met	9	9	6	24
Deadline not met - customer responsible	1			1
Grand Total	10	9	6	25