

Irvine Q3 2021-22

Complaint Type	October	November	December	Total
Anti-Social Behaviour	1			1
Behaviour of staff or service provider	1	1		2
Compliance	1			1
Compliance (Heating)		1	1	2
Income Collection	1			1
Property Improvement	1	1		2
Property Services	1			1
Repairs	15	7	5	27
Tenancy Management		1		1
Grand Total	21	11	6	38

Outcome	October	November	December	Total
Customer not engaged	2	2		4
Not Upheld	5	1	1	7
Partially Upheld	8	3	2	13
Upheld	6	5	3	14
Grand Total	21	11	6	38

Stage	October	November	December	Grand Total
stage 1	19	11	6	36
stage 2	2			2
Grand Total	21	11	6	38

Breached Timescales	October	November	December	Grand Total
Agreed deadline met	20	10	6	33
Deadline not met - customer responsible	1	1		2
Grand Total	21	11	6	38