

Irvine Q1 2022 Complaints Data

Complaint Reason	April	May	June	Total
Anti-Social Behaviour		2	2	4
Behaviour of staff or service provider	1	2		3
Building Safety		2		2
Property Improvement	3	1	1	5
Property Services	1		1	2
Repairs	19	13	12	44
Tenancy Management	1		3	4
Grand Total	25	20	19	64

Complaint Outcome	April	May	June	Total
Customer not engaged			1	1
Not Upheld	5	3	5	13
Partially Upheld	8	9	8	25
Upheld	12	8	5	25
Grand Total	25	20	19	64

Stage	April	May	June	Total
Stage 1	25	18	17	60
Stage 2		2	2	4
Grand Total	25	20	19	64

Breached Timescales	April	May	June	Total
Agreed deadline met	21	16	18	55
Deadline not met	3	1		4
Deadline not met - customer responsible	1	3	1	5
Grand Total	25	20	19	64