

## Irvine Q2 2021-22

<b>Complaint Type</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Total</b>
Compliance (Heating)	2		3	5
Behaviour of staff or service provider	1			1
Property Improvement	5	3		8
Repairs	9	9	8	26
Property Services	1	1		2
<b>Grand Total</b>	<b>18</b>	<b>13</b>	<b>11</b>	<b>42</b>

<b>Outcome</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Total</b>
Customer not engaged		1		1
Not Upheld	3	2	2	7
Partially Upheld	9	5	4	18
Upheld	6	5	5	16
<b>Grand Total</b>	<b>18</b>	<b>13</b>	<b>11</b>	<b>42</b>

<b>Complaint Stage</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Total</b>
stage 1	18	13	10	41
stage 2			1	1
<b>Grand Total</b>	<b>18</b>	<b>13</b>	<b>11</b>	<b>42</b>

<b>Breached Timescales</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Total</b>
Agreed deadline met	16	12	10	38
Deadline not met - customer responsible / unknown	2	1	1	4
<b>Grand Total</b>	<b>18</b>	<b>13</b>	<b>11</b>	<b>42</b>