

Irvine Q2 2022 Complaints Data

Complaint Reason	July	August	September	Total
Anti-Social Behaviour	1		1	2
Behaviour of staff or service provider	1	1		2
Building Safety		1	1	2
Find a Home			1	1
Property Improvement	1	2	5	8
Property Services			1	1
Repairs	12	32	23	67
Tenancy Management	1	2	3	6
Grand Total	16	38	35	89

Complaint Outcome	July	August	September	Total
Customer not engaged			2	2
Not Upheld	5	11	6	22
Partially Upheld	6	18	13	37
Upheld	5	9	14	28
Grand Total	16	38	35	89

Stages	July	August	September	Total
Stage 1	14	33	34	81
Stage 2	2	5	1	8
Grand Total	16	38	35	89

Breached Timescales	July	August	September	Total
Agreed deadline met	16	36	25	77
Deadline not met		2	7	9
Deadline not met - customer responsible			3	3
Grand Total	16	38	35	89