

## Complaints Report for HCMT Year End 2024/25 - 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025)

This report covers all Stage 1 complaints received for all areas of Housing & Communities during the period 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025. Stage 2s are recorded separately, as these are deemed to be an extension of the original complaint, so are not recorded again for reporting purposes.

### Part 1: Complaints Received

#### Totals

	2024/25	%
Stage 0	1	0.5%
Stage 1	183	99.5%
<b>Total</b>	<b>184</b>	<b>100%</b>

For information, we received 25 requests for complaints to progress to Stage 2 during this period.

#### Split by Service Area

Service Area	Stage 0	Stage 1	Total	% of Total
Community Partnerships	0	9	9	4.9%
Housing & Estate Management	1	65	66	35.9%
Housing Needs	0	106	106	57.6%
Property Development	0	2	2	1.1%
Strategic Housing	0	1	1	0.5%
<b>Total</b>	<b>0</b>	<b>183</b>	<b>184</b>	<b>100%</b>

### Part 2: Complaints Sent Out

**Please Note:** As with the Complaints Received, this information relates to complaints which were responded to at either Stage 0 or Stage 1, but does not include any which were escalated to Stage 2 as these would be a duplication of the original complaint.

These figures are not the same as for those received during the period, as some of the responses sent out were received during Q4 of the previous reporting year (2023/2024).

#### Total

	2024/25	%
Stage 0	1	0.7%
Stage 1	148	99.3%
<b>Total</b>	<b>149</b>	<b>100%</b>

For information, 13 responses were sent out as Stage 2 requests during this period.

### Split by Service Area

Service Area	Stage 0	Stage 1	Total	% of Total
Community Partnerships	0	7	7	4.7%
Housing & Estate Management	1	48	49	32.9%
Housing Needs	0	89	89	59.7%
Property Development	0	2	2	1.3%
Sheltered Housing	0	1	1	0.7%
Strategic Housing	0	1	1	0.7%
<b>Total</b>	<b>1</b>	<b>148</b>	<b>149</b>	<b>100%</b>

### Split by Outcome

Outcome	Total	%
Upheld	44	29.5%
Partially Upheld	18	12.1%
Not Upheld	46	30.8%
No Outcome	12	8.1%
Multiple Outcomes	29	19.5%
<b>Total</b>	<b>149</b>	<b>100%</b>

### Split by Timescale

Timescale	Total	%
In Timescale	69	46.3%
Over Timescale	80	53.7%
<b>Total</b>	<b>149</b>	<b>100%</b>

