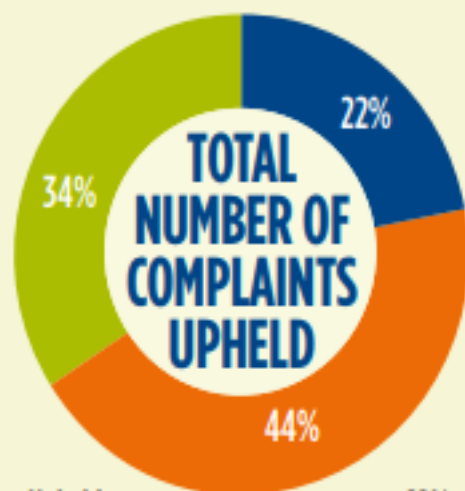


# 30's

# COMPLAINTS, COMPLIMENTS & COMMENTS for Quarter 1 2020/21



Stage 1	21
Stage 2	0



Upheld	22%
Partially upheld	44%
Not upheld	34%



Repairs	22%
Staff	22%
Service	56%

Full details on Cordale's Complaints Procedure, including details about how to complain and details of support agencies available to you in making a complaint can be found on our website in the about us section at [https://www.cordalehousing.org.uk/223\\_Complaints.html](https://www.cordalehousing.org.uk/223_Complaints.html)



NO. OF WORKING DAYS FOR A FULL RESPONSE

