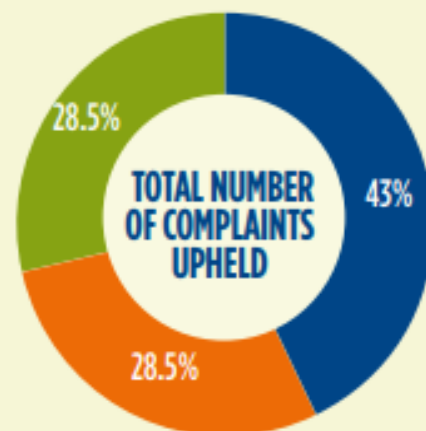


30's

COMPLAINTS, COMPLIMENTS & COMMENTS

from January to March 2021

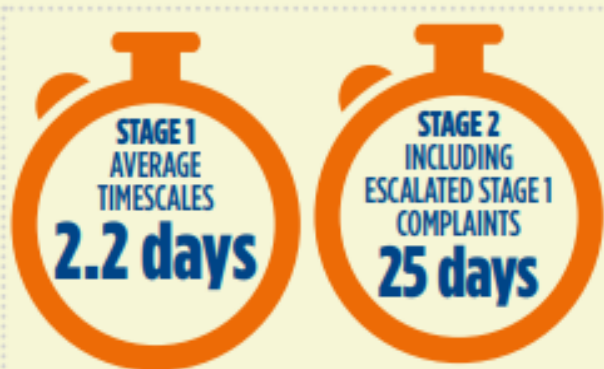


Stage 1 Complaints received	14
Stage 2 Complaints received including escalated stage 1 complaints	1

Stage 1 Complaints completed	13
Stage 2 Complaints completed including escalated stage 1 complaints	1

Upheld	6	43%
Partial	4	28.5%
Not upheld	4	28.5%

Repair	7
Staff	1
Service	4
Decision	1
Policy	1
Procedure	1



Total complaints responded to on time	93%
not on time	7%

Full details on Cordales'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