

30'S

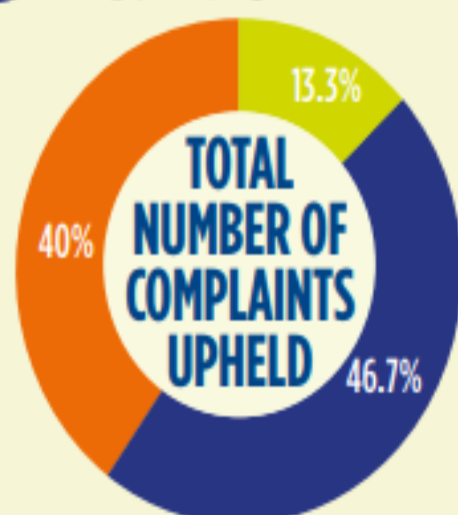
COMPLAINTS, COMPLIMENTS & COMMENTS

for July to September 2020

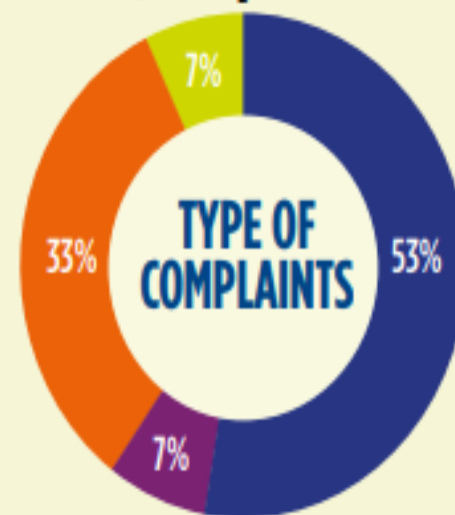
NO. OF WORKING DAYS FOR A FULL RESPONSE



Stage 1	15
Stage 2	0



Upheld	(2) 13.3%
Partially upheld	(7) 46.7%
Not upheld	(6) 40%



Repairs	53%
Staff	7%
Service	33%
Procedure	7%

Average days for completion 4.3 days
In timescale Yes 73% No 27%



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