

30's

COMPLAINTS, COMPLIMENTS & COMMENTS

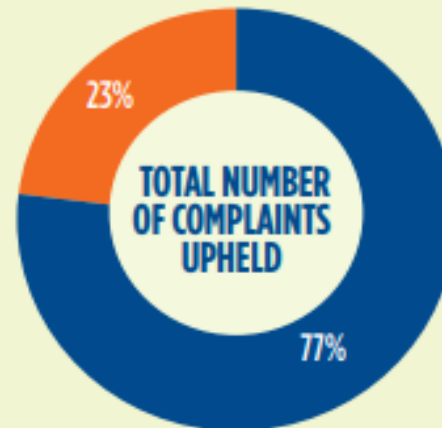
from October to December 2020



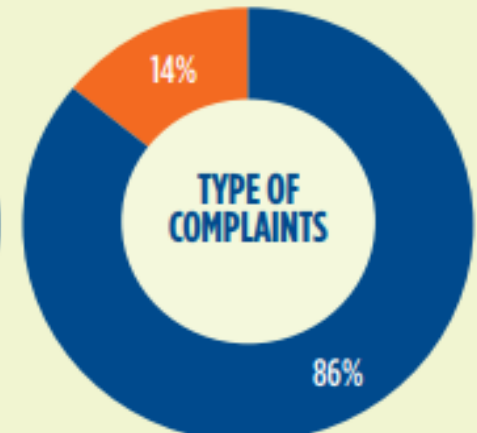
Stage 1 Complaints received	13
Stage 2 Complaints received including escalated stage 1 complaints	1



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



Upheld/Partially Upheld	10	77%
Not Upheld	3	23%



Unhappy with Service	2	14%
Repairs and Maintenance	12	86%
Staff Treatment/Behaviour	0	0%
Dissatisfied with Procedure	0	0%



Total complaints responded to on time: 92%

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