

COMPLAINTS DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

1134 89.9% 9.7

STAGE 1

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

967 90.0% 9.1

STAGE 2

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

167 89.8% 13.3

PERFORMANCE

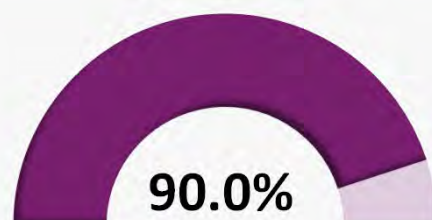
TOTAL COMPLAINTS

936

AV. DAYS TO COMPLETION

9.8

% WITHIN TARGET



STAGE 1

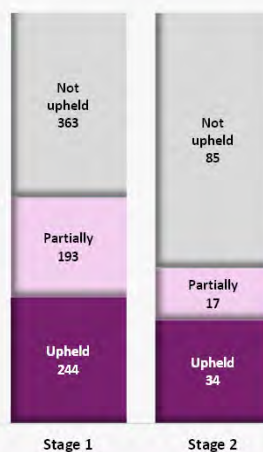
TOTAL COMPLAINTS AV. DAYS TO COMPLETION

800 9.1

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

136 13.4



PERSON

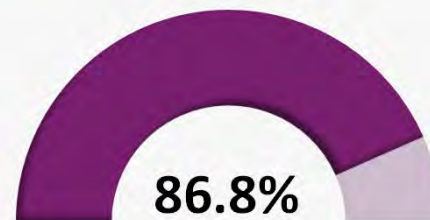
TOTAL COMPLAINTS

53

AV. DAYS TO COMPLETION

9.5

% WITHIN TARGET



STAGE 1

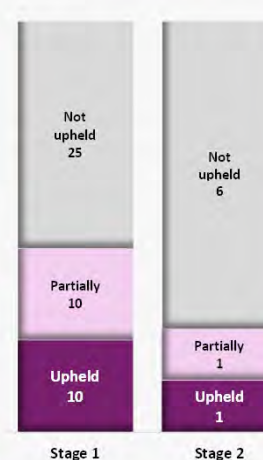
TOTAL COMPLAINTS AV. DAYS TO COMPLETION

45 9.0

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

8 11.8



POLICY

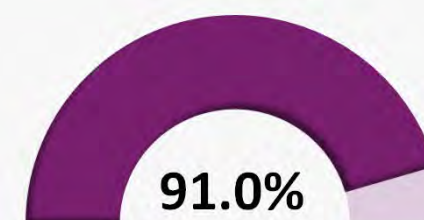
TOTAL COMPLAINTS

145

AV. DAYS TO COMPLETION

9.3

% WITHIN TARGET



STAGE 1

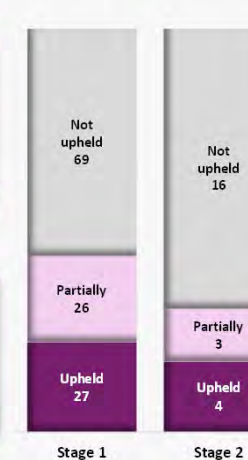
TOTAL COMPLAINTS AV. DAYS TO COMPLETION

122 8.5

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

23 13.3



ALL COMPLAINTS

2023 / 2024

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
1134	89.9%	9.7

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
967	90.0%	9.1

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
167	89.8%	13.3

COMMUNITIES & ENV

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
153	76.5%	9.8

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
137	76.6%	9.5

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
16	75.0%	12.5

FINANCE

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
19	100.0%	8.5

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
16	100.0%	7.8

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
3	100.0%	12.3

GOVERNANCE

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
34	82.4%	11.1

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
28	78.6%	11.8

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
6	100.0%	8.0

HOUSING

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
302	90.1%	9.9

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
254	90.6%	9.2

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
48	87.5%	13.8

HTS - ENVIRONMENT

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
162	92.6%	9.6

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
138	92.8%	8.9

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
24	91.7%	13.2

HTS - HOUSING

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
446	94.6%	9.4

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
379	95.0%	8.6

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
67	92.5%	13.9

STRATEGIC GROWTH & REGEN

TOTAL COMPLAINTS	ALL COMPLAINTS % WITHIN TARGET	AV. DAYS TO COMPLETION
18	66.7%	10.8

TOTAL COMPLAINTS	STAGE 1 % WITHIN TARGET	AV. DAYS TO COMPLETION
15	60.0%	11.4

TOTAL COMPLAINTS	STAGE 2 % WITHIN TARGET	AV. DAYS TO COMPLETION
3	100.0%	7.7

COMMUNITY & ENV DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

153 76.5% 9.8

STAGE 1

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

137 76.6% 9.5

STAGE 2

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

16 75.0% 12.5

PERFORMANCE

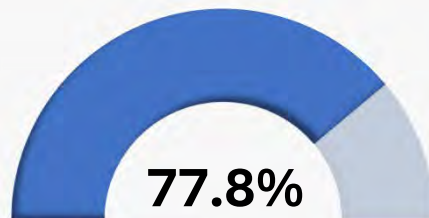
TOTAL COMPLAINTS

126

AV. DAYS TO COMPLETION

9.8

% WITHIN TARGET



PERSON

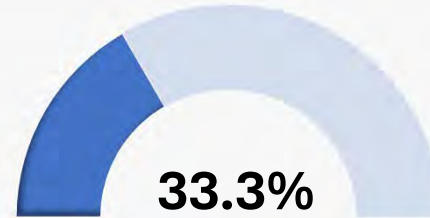
TOTAL COMPLAINTS

6

AV. DAYS TO COMPLETION

11.8

% WITHIN TARGET



POLICY

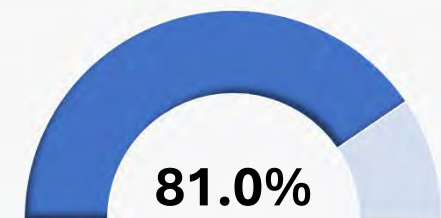
TOTAL COMPLAINTS

21

AV. DAYS TO COMPLETION

9.3

% WITHIN TARGET



STAGE 1

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

112 9.5

Not upheld
36

Partially
24

Not upheld
10

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

14 11.9

Partially
3

Stage 1

Stage 2

STAGE 1

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

5 10.8

Not upheld
4

Partially
1

Stage 1

Not upheld
1

Stage 2

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

1 17.0

STAGE 1

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

20 9.0

Not upheld
10

Partially
3

Stage 1

Not upheld
1

Stage 2

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

1 16.0

Upheld
7

FINANCE DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS

% WITHIN TARGET

AV. DAYS TO COMPLETION

19

100.0%

8.5

STAGE 1

TOTAL COMPLAINTS

% WITHIN TARGET

AV. DAYS TO COMPLETION

16

100.0%

7.8

STAGE 2

TOTAL COMPLAINTS

% WITHIN TARGET

AV. DAYS TO COMPLETION

3

100.0%

12.3

PERFORMANCE

TOTAL COMPLAINTS

18

AV. DAYS TO COMPLETION

8.2

% WITHIN TARGET

100.0%

STAGE 1

TOTAL COMPLAINTS

16

AV. DAYS TO COMPLETION

7.8

STAGE 2

TOTAL COMPLAINTS

2

AV. DAYS TO COMPLETION

12.0

Stage 1

Not upheld
9

Partially
5

Upheld
2

Stage 2

Not upheld
1

Upheld
1

PERSON

TOTAL COMPLAINTS

-

AV. DAYS TO COMPLETION

-

% WITHIN TARGET

-

STAGE 1

TOTAL COMPLAINTS

-

AV. DAYS TO COMPLETION

-

STAGE 2

TOTAL COMPLAINTS

-

AV. DAYS TO COMPLETION

-

POLICY

TOTAL COMPLAINTS

1

AV. DAYS TO COMPLETION

13.0

% WITHIN TARGET

100.0%

STAGE 1

TOTAL COMPLAINTS

-

AV. DAYS TO COMPLETION

-

STAGE 2

TOTAL COMPLAINTS

1

AV. DAYS TO COMPLETION

13.0

Stage 2

Partially
1

GOVERNANCE DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

34 82.4% 11.1

STAGE 1

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

28 78.6% 11.8

STAGE 2

TOTAL COMPLAINTS % WITHIN TARGET AV. DAYS TO COMPLETION

6 100.0% 8.0

PERFORMANCE

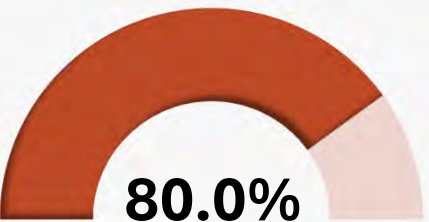
TOTAL COMPLAINTS

20

AV. DAYS TO COMPLETION

12.5

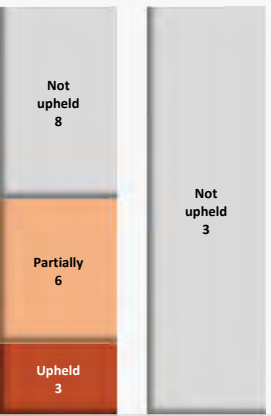
% WITHIN TARGET



STAGE 1

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

17 13.4



Stage 1

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

3 7.0



Stage 2

PERSON

TOTAL COMPLAINTS

10

AV. DAYS TO COMPLETION

8.3

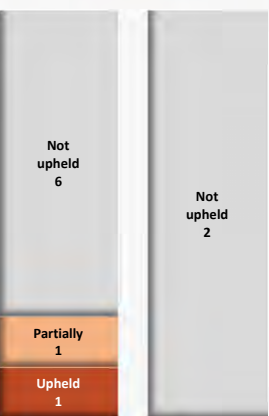
% WITHIN TARGET



STAGE 1

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

8 8.1



Stage 1

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

2 9.0



Stage 2

POLICY

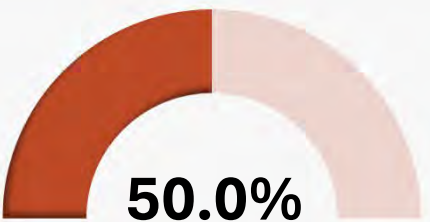
TOTAL COMPLAINTS

4

AV. DAYS TO COMPLETION

11.8

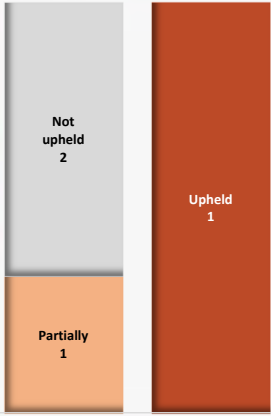
% WITHIN TARGET



STAGE 1

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

3 12.7

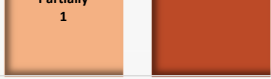


Stage 1

STAGE 2

TOTAL COMPLAINTS AV. DAYS TO COMPLETION

1 9.0



Stage 2

HOUSING DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS

302

% WITHIN TARGET

90.1%

AV. DAYS TO COMPLETION

9.9

STAGE 1

TOTAL COMPLAINTS

254

% WITHIN TARGET

90.6%

AV. DAYS TO COMPLETION

9.2

STAGE 2

TOTAL COMPLAINTS

48

% WITHIN TARGET

87.5%

AV. DAYS TO COMPLETION

13.8

PERFORMANCE

TOTAL COMPLAINTS

246

AV. DAYS TO COMPLETION

10.0

% WITHIN TARGET

89.8%

STAGE 1

TOTAL COMPLAINTS

210

AV. DAYS TO COMPLETION

9.3

STAGE 2

TOTAL COMPLAINTS

36

AV. DAYS TO COMPLETION

14.1

Stage 1

Not upheld

117

Partially

44

Upheld

49

Stage 2

Not upheld

27

Partially

3

Upheld

6

PERSON

TOTAL COMPLAINTS

22

AV. DAYS TO COMPLETION

9.0

% WITHIN TARGET

90.9%

STAGE 1

TOTAL COMPLAINTS

18

AV. DAYS TO COMPLETION

8.3

STAGE 2

TOTAL COMPLAINTS

4

AV. DAYS TO COMPLETION

12.0

Stage 1

Not upheld

10

Partially

2

Upheld

6

Stage 2

Not upheld

2

Partially

1

Upheld

1

POLICY

TOTAL COMPLAINTS

34

AV. DAYS TO COMPLETION

10.0

% WITHIN TARGET

91.2%

STAGE 1

TOTAL COMPLAINTS

26

AV. DAYS TO COMPLETION

13.4

STAGE 2

TOTAL COMPLAINTS

8

AV. DAYS TO COMPLETION

13.4

Stage 1

Not upheld

14

Partially

7

Upheld

5

Stage 2

Not upheld

7

Upheld

1

HTS - ENVIRONMENT DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS

162

% WITHIN TARGET

92.6%

AV. DAYS TO COMPLETION

9.6

STAGE 1

TOTAL COMPLAINTS

138

% WITHIN TARGET

92.8%

AV. DAYS TO COMPLETION

8.9

STAGE 2

TOTAL COMPLAINTS

24

% WITHIN TARGET

91.7%

AV. DAYS TO COMPLETION

13.2

PERFORMANCE

TOTAL COMPLAINTS

126

AV. DAYS TO COMPLETION

9.5

% WITHIN TARGET

93.7%

STAGE 1

TOTAL COMPLAINTS

109

AV. DAYS TO COMPLETION

8.9

STAGE 2

TOTAL COMPLAINTS

17

AV. DAYS TO COMPLETION

13.0

Stage 1

Not upheld

60

Partially

27

Upheld

22

Stage 2

Not upheld

11

Partially

1

Upheld

5

PERSON

TOTAL COMPLAINTS

3

AV. DAYS TO COMPLETION

17.3

% WITHIN TARGET

66.7%

STAGE 1

TOTAL COMPLAINTS

3

AV. DAYS TO COMPLETION

17.3

STAGE 2

TOTAL COMPLAINTS

0

AV. DAYS TO COMPLETION

0.0

Stage 1

Not upheld

1

Partially

2

POLICY

TOTAL COMPLAINTS

33

AV. DAYS TO COMPLETION

9.3

% WITHIN TARGET

90.9%

STAGE 1

TOTAL COMPLAINTS

26

AV. DAYS TO COMPLETION

8.2

STAGE 2

TOTAL COMPLAINTS

7

AV. DAYS TO COMPLETION

13.7

Stage 1

Not upheld

14

Partially

6

Upheld

6

Stage 2

Not upheld

4

Partially

1

Upheld

2

HTS - HOUSING DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS

446

% WITHIN TARGET

94.6%

AV. DAYS TO COMPLETION

9.4

STAGE 1

TOTAL COMPLAINTS

379

% WITHIN TARGET

95.0%

AV. DAYS TO COMPLETION

8.6

STAGE 2

TOTAL COMPLAINTS

67

% WITHIN TARGET

92.5%

AV. DAYS TO COMPLETION

13.9

PERFORMANCE

TOTAL COMPLAINTS

388

AV. DAYS TO COMPLETION

9.6

% WITHIN TARGET

93.8%

STAGE 1

TOTAL COMPLAINTS

326

AV. DAYS TO COMPLETION

8.7

STAGE 2

TOTAL COMPLAINTS

62

AV. DAYS TO COMPLETION

13.9

Stage 1

Not upheld

128

Partially

82

Upheld

116

Stage 2

Not upheld

31

Partially

10

Upheld

21

PERSON

TOTAL COMPLAINTS

12

AV. DAYS TO COMPLETION

8.1

% WITHIN TARGET

100.0%

STAGE 1

TOTAL COMPLAINTS

11

AV. DAYS TO COMPLETION

7.8

STAGE 2

TOTAL COMPLAINTS

1

AV. DAYS TO COMPLETION

11.0

Stage 1

Not upheld

4

Partially

4

Upheld

3

Stage 2

Not upheld

1

Partially

0

Upheld

0

POLICY

TOTAL COMPLAINTS

46

AV. DAYS TO COMPLETION

8.6

% WITHIN TARGET

100.0%

STAGE 1

TOTAL COMPLAINTS

42

AV. DAYS TO COMPLETION

7.9

STAGE 2

TOTAL COMPLAINTS

4

AV. DAYS TO COMPLETION

15.5

Stage 1

Not upheld

24

Partially

9

Upheld

9

Stage 2

Not upheld

3

Partially

1

Upheld

0

STRATEGIC GROWTH & REGEN DASHBOARD

2023 / 2024

ALL COMPLAINTS

TOTAL COMPLAINTS

18

% WITHIN TARGET

66.7%

AV. DAYS TO COMPLETION

10.8

STAGE 1

TOTAL COMPLAINTS

15

% WITHIN TARGET

60.0%

AV. DAYS TO COMPLETION

11.4

STAGE 2

TOTAL COMPLAINTS

3

% WITHIN TARGET

100.0%

AV. DAYS TO COMPLETION

7.7

PERFORMANCE

TOTAL COMPLAINTS

12

AV. DAYS TO COMPLETION

12.3

% WITHIN TARGET

58.3%

STAGE 1

TOTAL COMPLAINTS

10

AV. DAYS TO COMPLETION

12.7

STAGE 2

TOTAL COMPLAINTS

2

AV. DAYS TO COMPLETION

10.0

Not upheld 5

Partially 5

Not upheld 2

Stage 1

Stage 2

PERSON

TOTAL COMPLAINTS

-

AV. DAYS TO COMPLETION

-

% WITHIN TARGET

-

STAGE 1

TOTAL COMPLAINTS

-

AV. DAYS TO COMPLETION

-

STAGE 2

TOTAL COMPLAINTS

-

AV. DAYS TO COMPLETION

-

POLICY

TOTAL COMPLAINTS

6

AV. DAYS TO COMPLETION

7.8

% WITHIN TARGET

83.3%

STAGE 1

TOTAL COMPLAINTS

5

AV. DAYS TO COMPLETION

8.8

STAGE 2

TOTAL COMPLAINTS

1

AV. DAYS TO COMPLETION

3.0

Not upheld 5

Not upheld 1

Stage 1

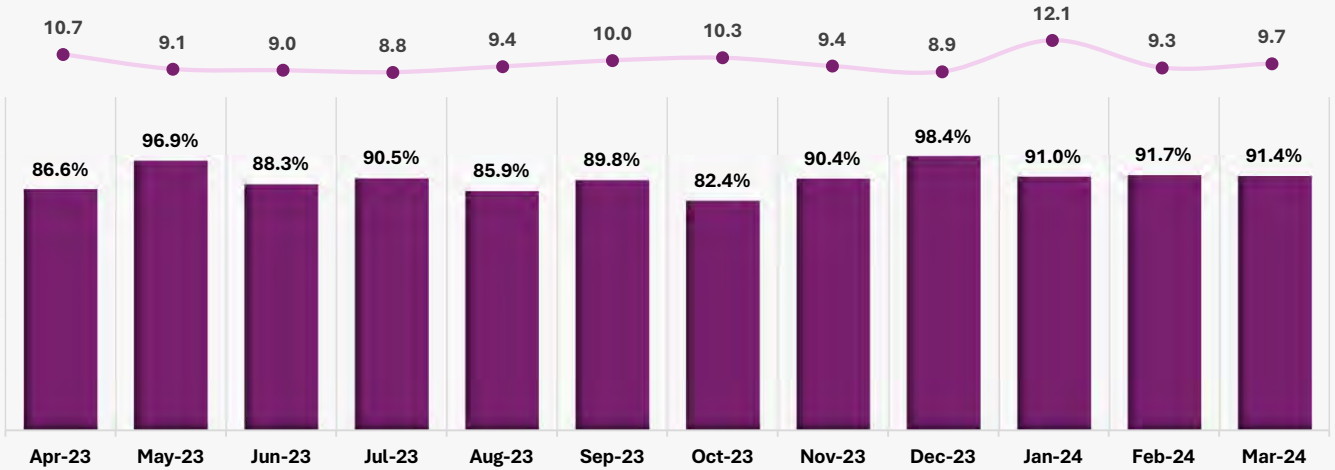
Stage 2

ALL COMPLAINTS

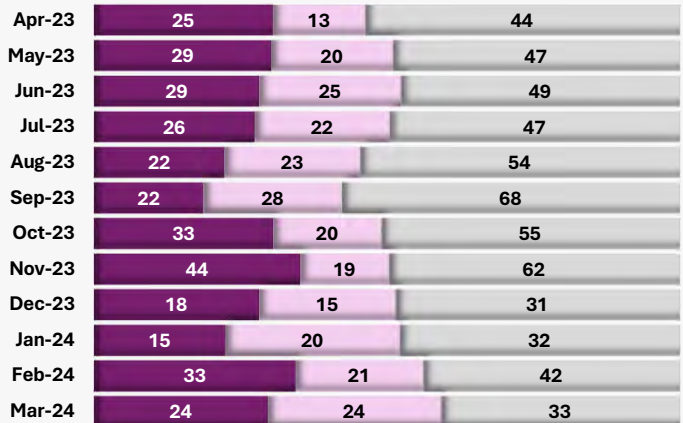
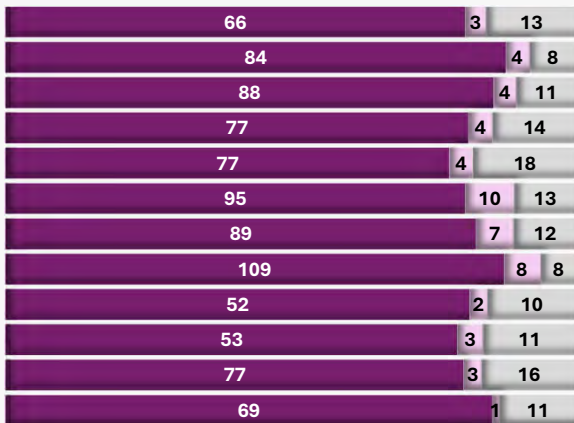
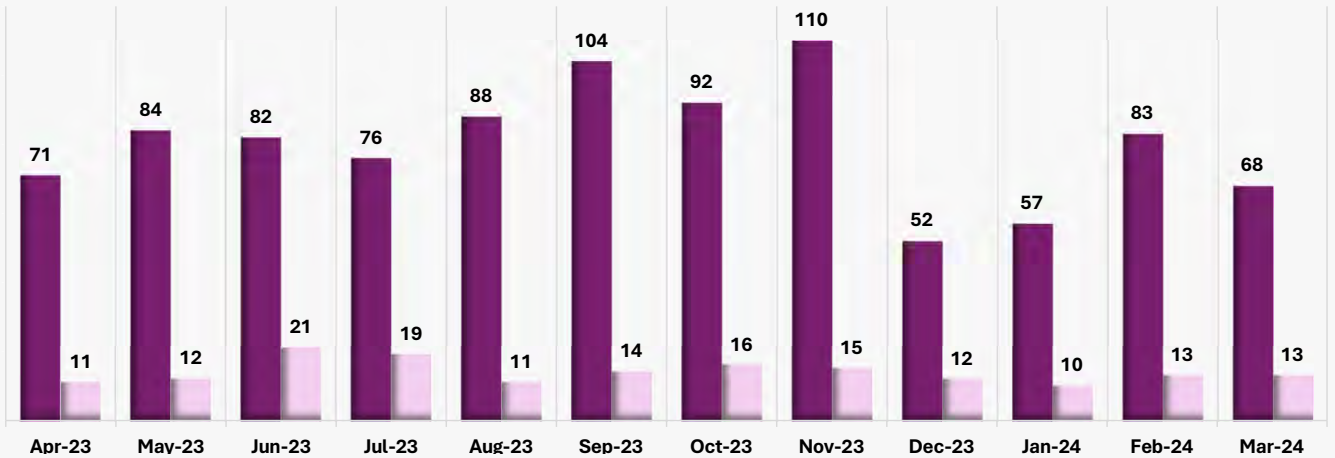
TOTAL COMPLAINTS



AV DAYS TO COMPLETE / % WITHIN TARGET



STAGE 1 STAGE 2



■ PERFORMANCE ■ PERSON ■ POLICY

■ UPHELD ■ PARTIALLY ■ NOT UPHELD

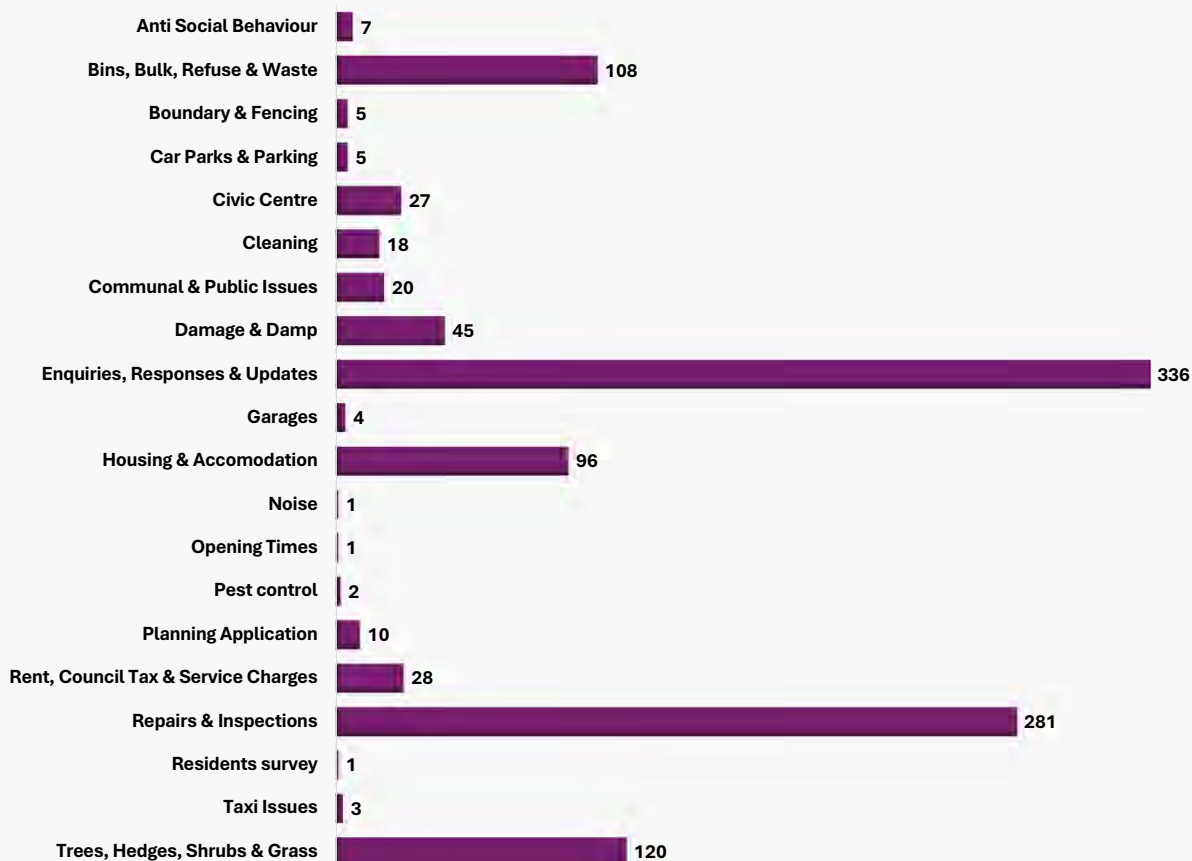
COMPLAINTS TREND INFORMATION

2023 / 2024



COMPLAINTS TREND INFORMATION

2023 / 2024

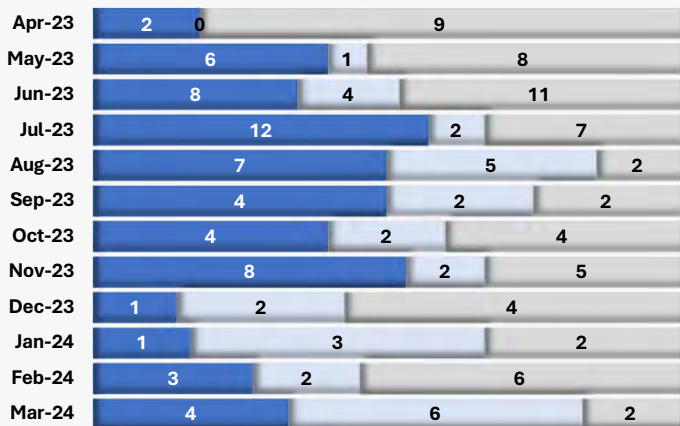
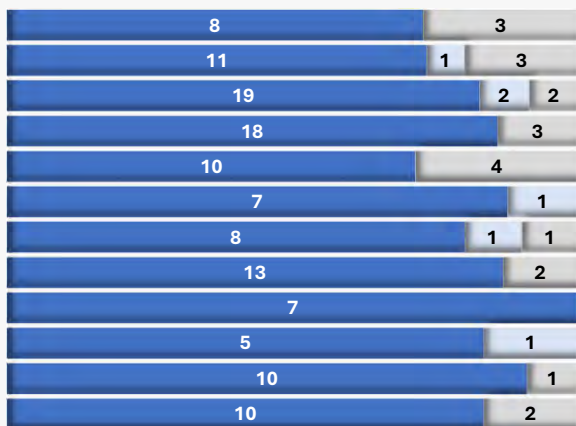
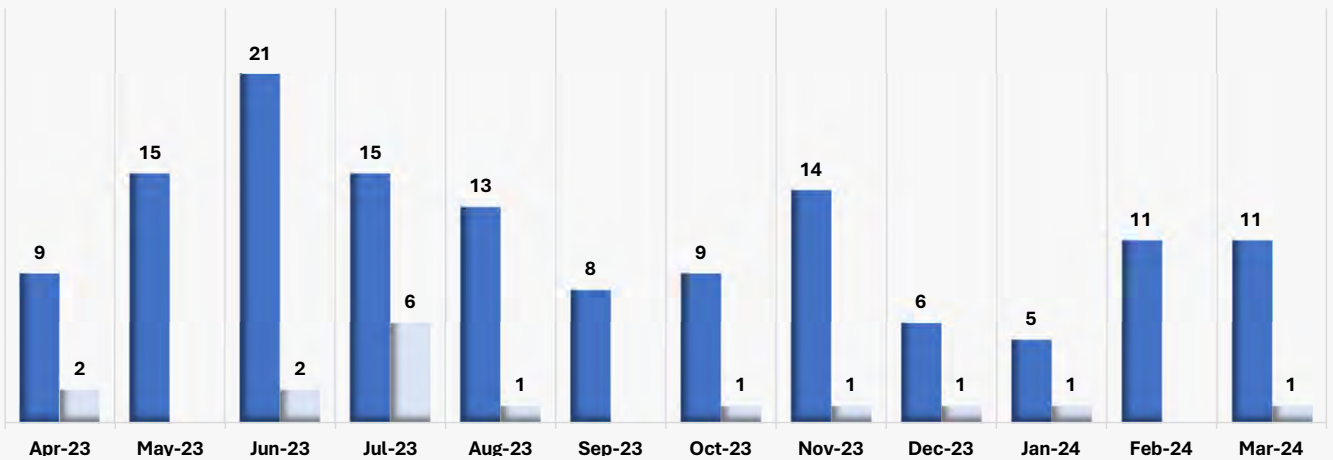
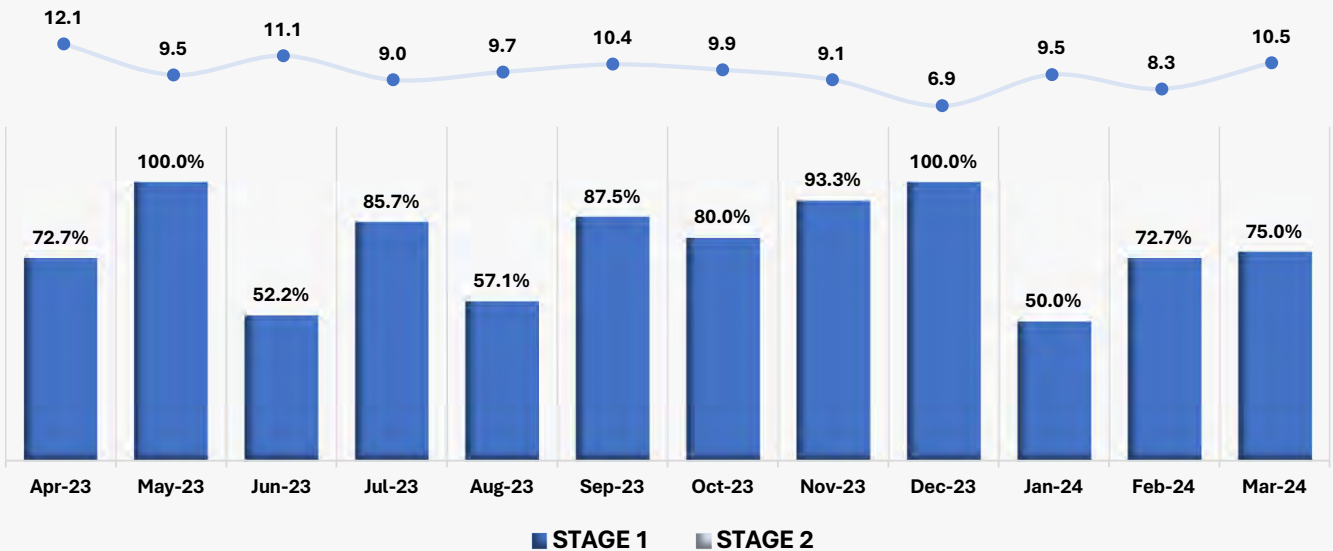


COMMUNITIES & ENVIRONMENT

TOTAL COMPLAINTS



AV DAYS TO COMPLETE / % WITHIN TARGET



■ PERFORMANCE ■ PERSON ■ POLICY

■ UPHELD ■ PARTIALLY ■ NOT UPHELD

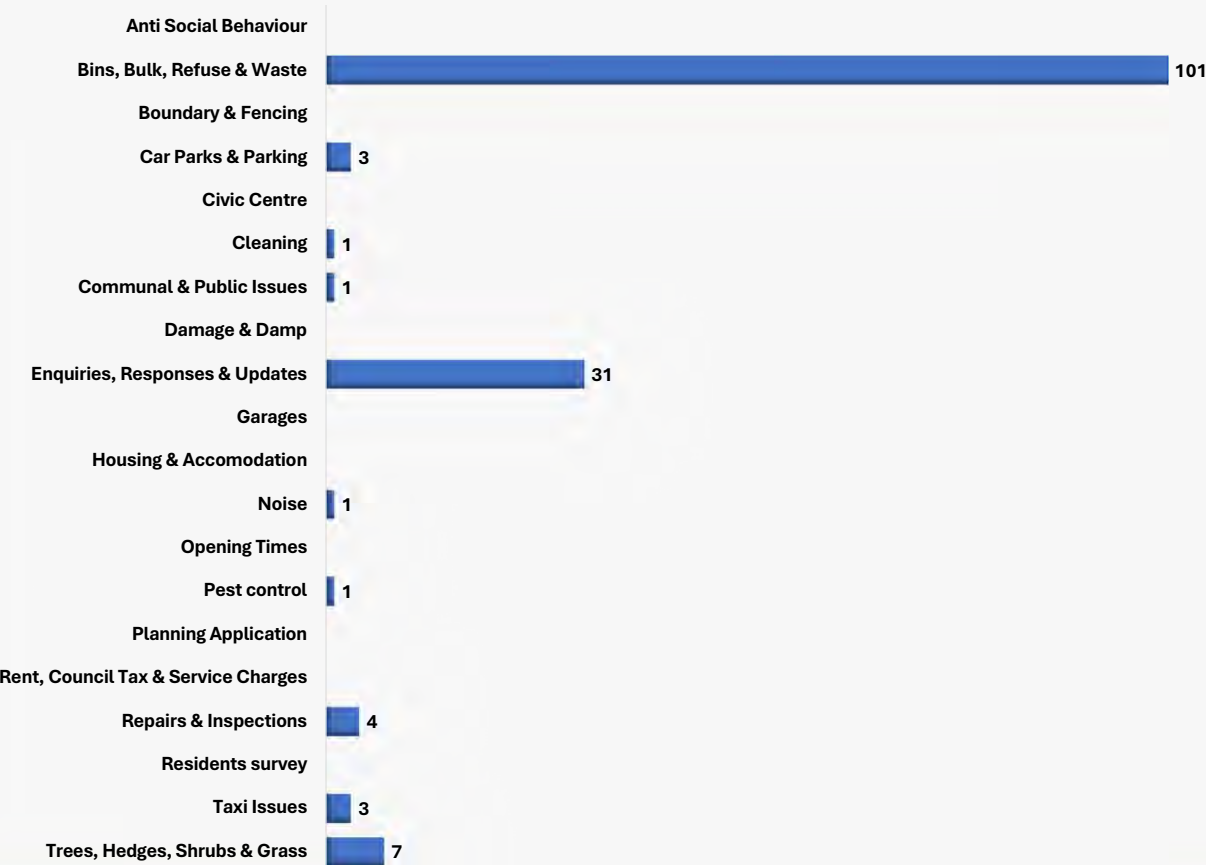
COMMUNITY & ENV TREND INFORMATION

2023 / 2024



COMMUNITY & ENV TREND INFORMATION

2023 / 2024

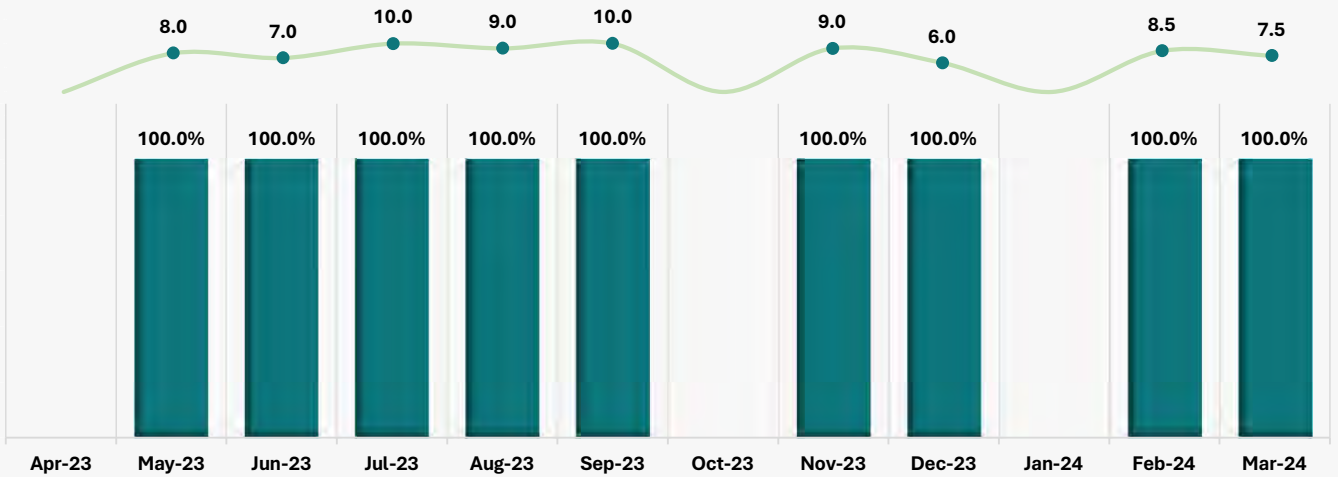


FINANCE

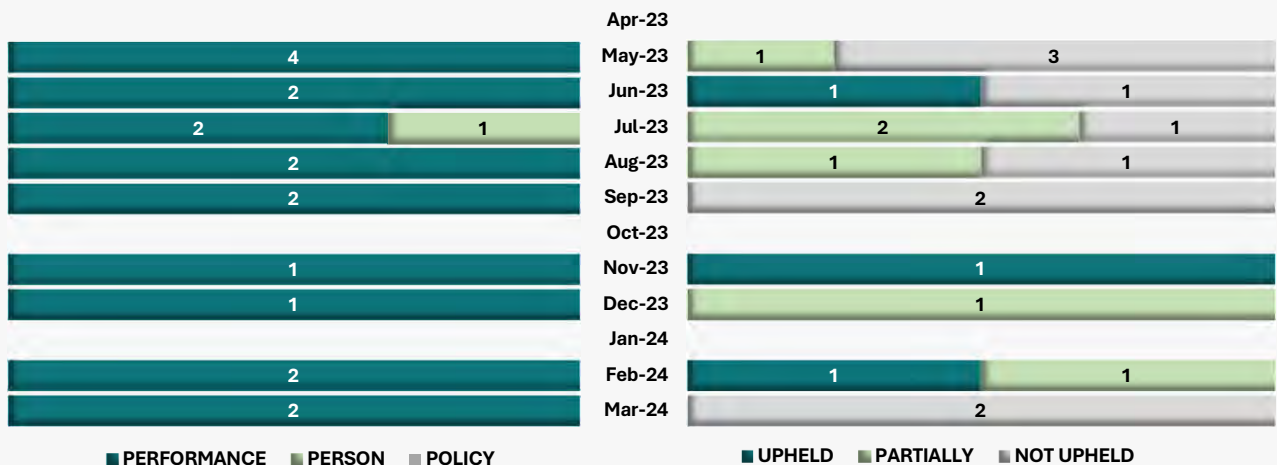
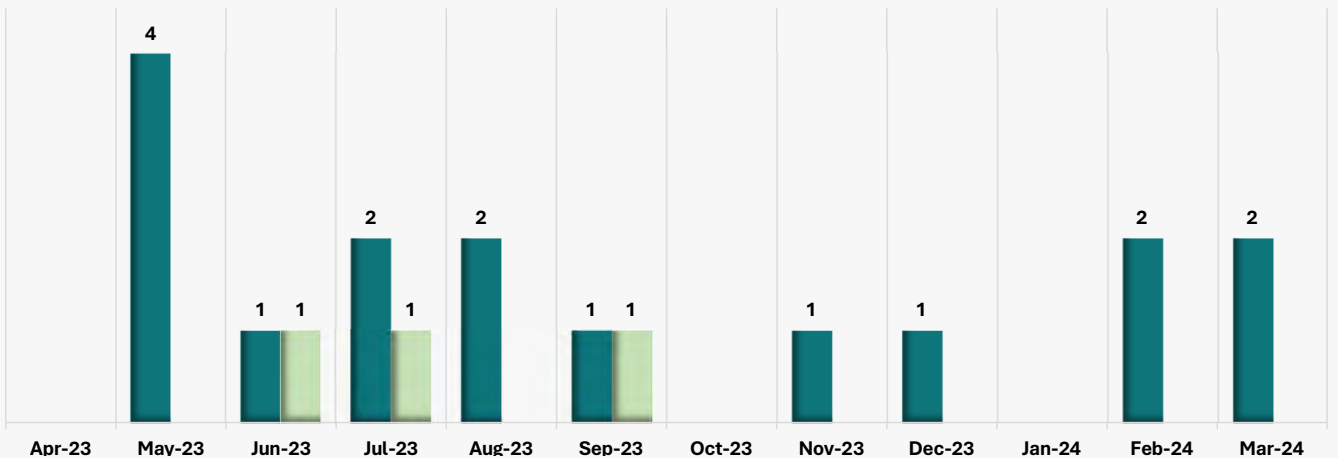
TOTAL COMPLAINTS



AV DAYS TO COMPLETE / % WITHIN TARGET



STAGE 1 STAGE 2

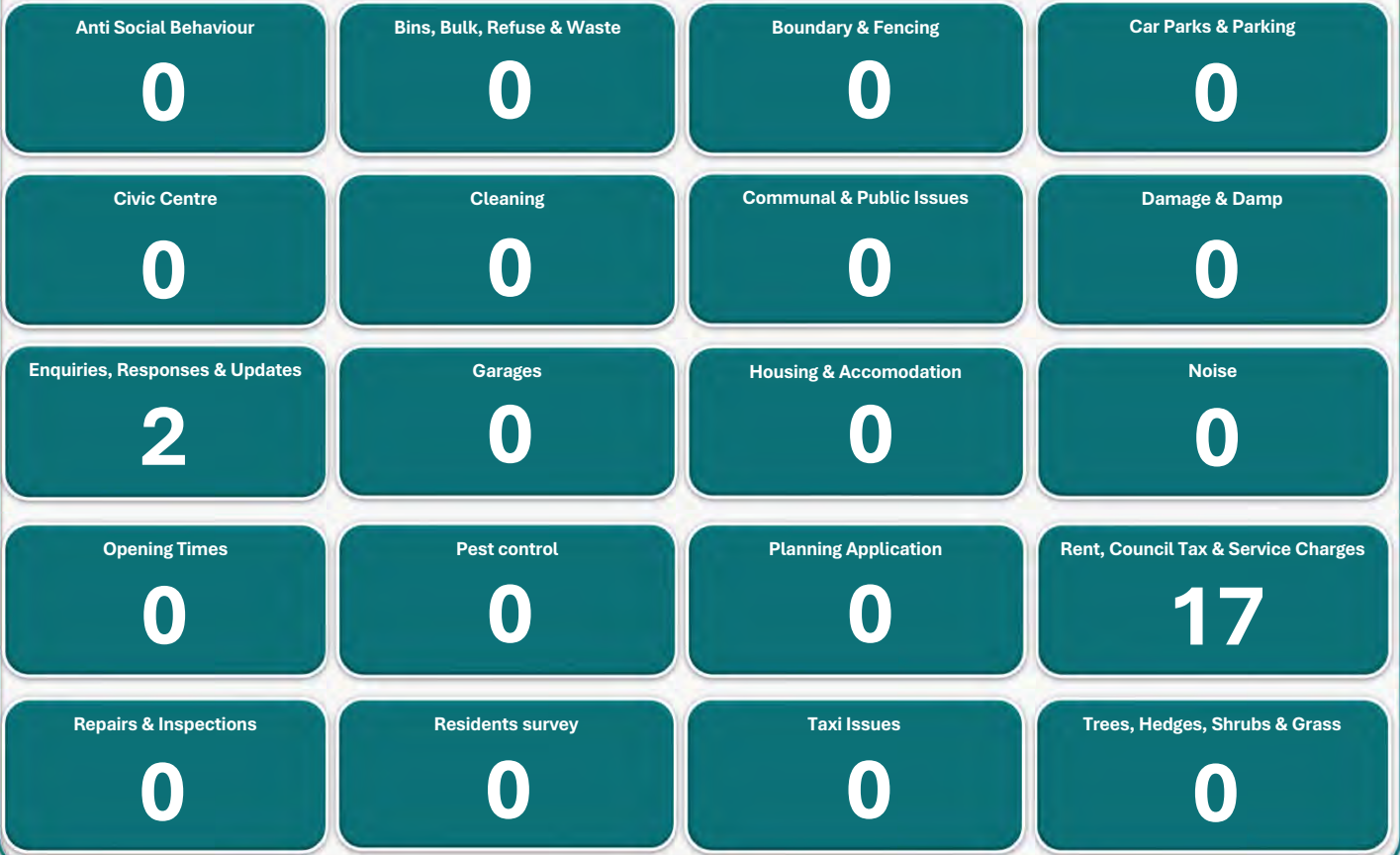


■ PERFORMANCE ■ PERSON ■ POLICY

■ UPHELD ■ PARTIALLY ■ NOT UPHELD

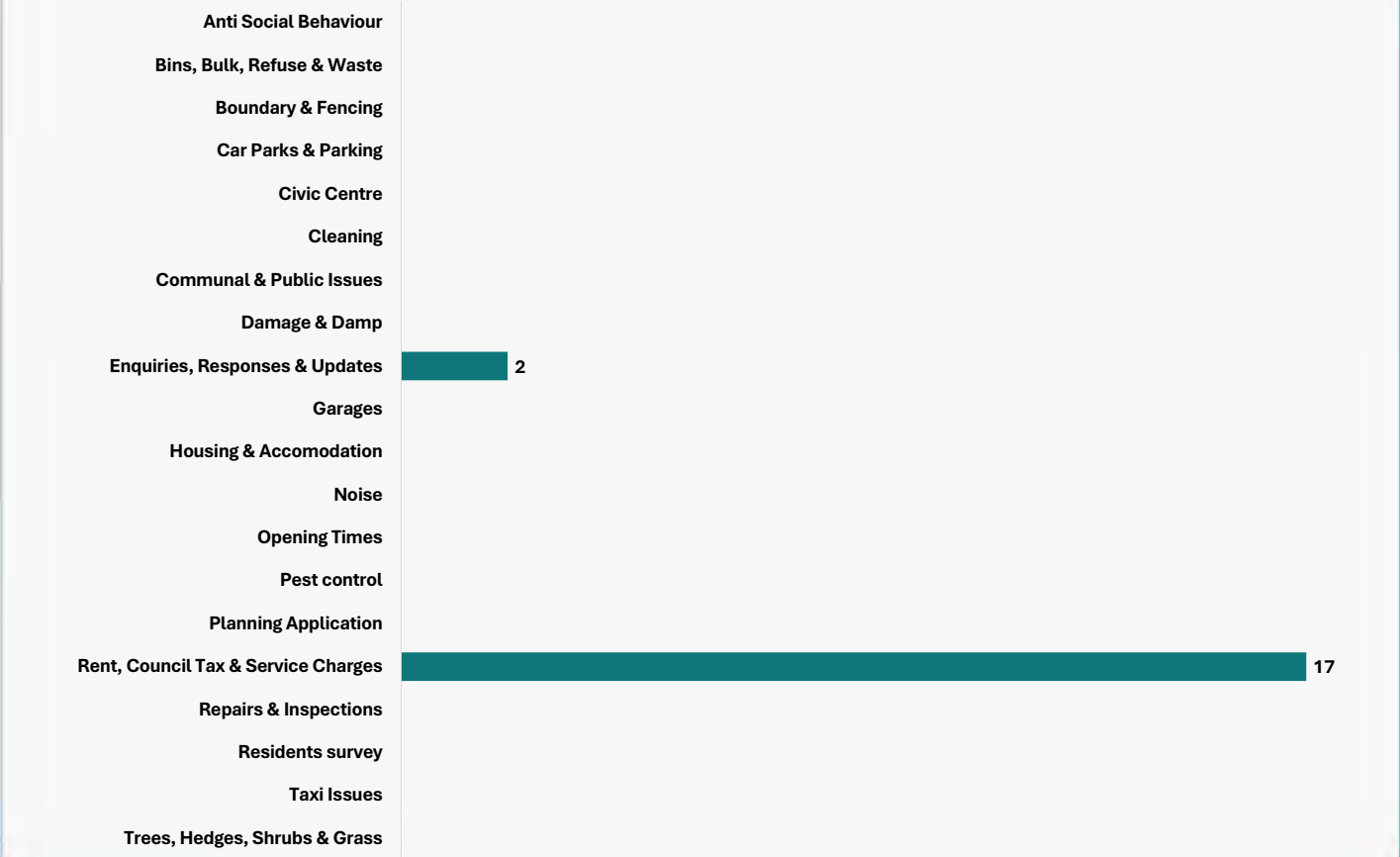
FINANCE TREND INFORMATION

2023 / 2024



FINANCE TREND INFORMATION

2023 / 2024

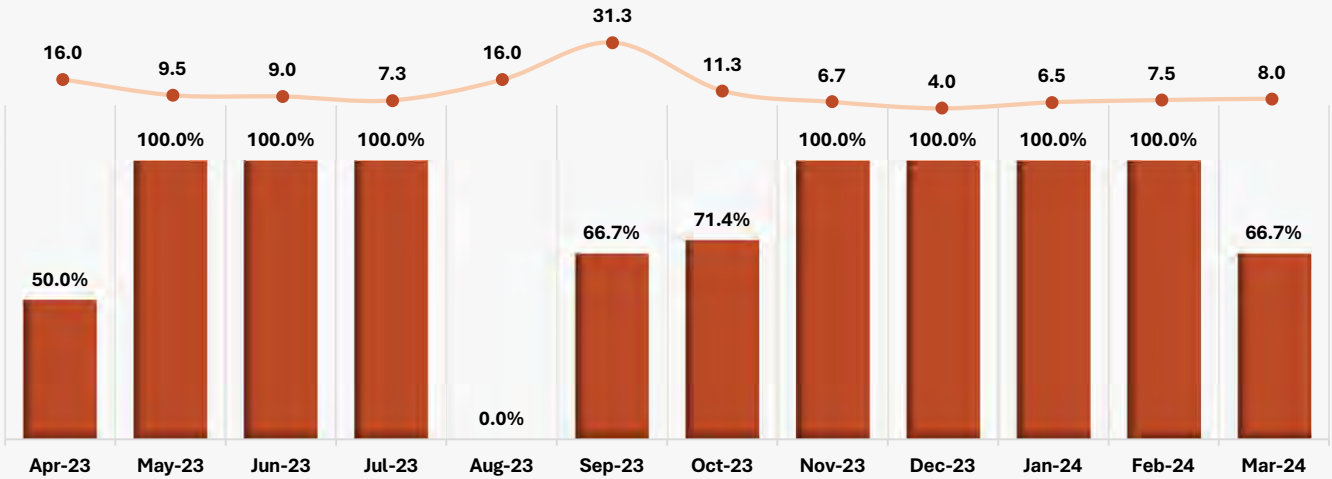


GOVERNANCE

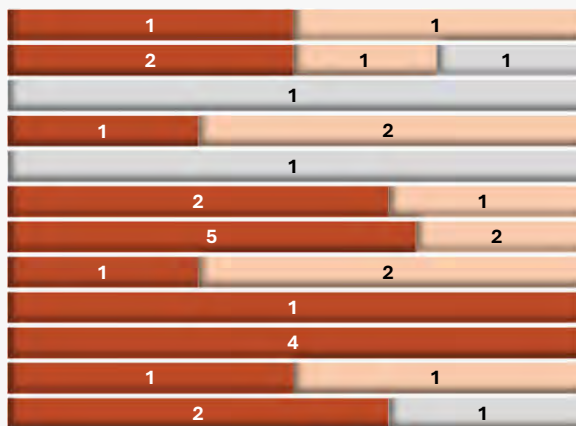
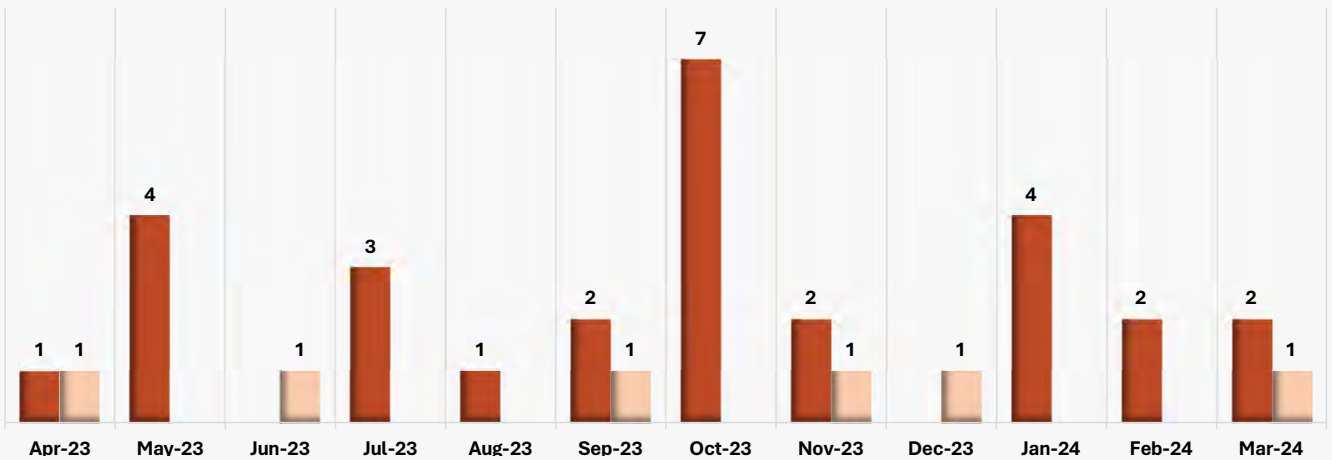
TOTAL COMPLAINTS



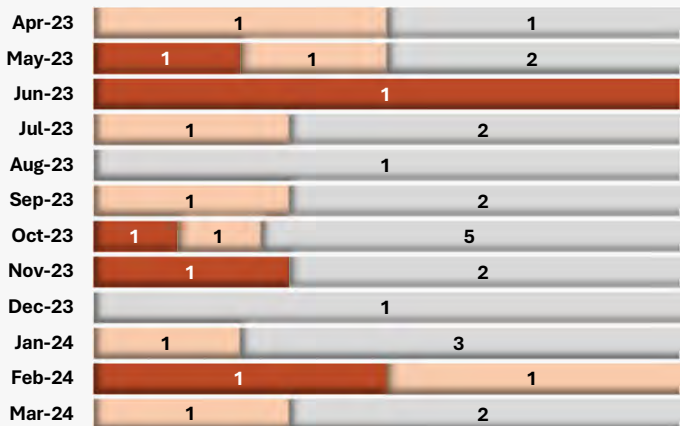
AV DAYS TO COMPLETE / % WITHIN TARGET



STAGE 1 STAGE 2



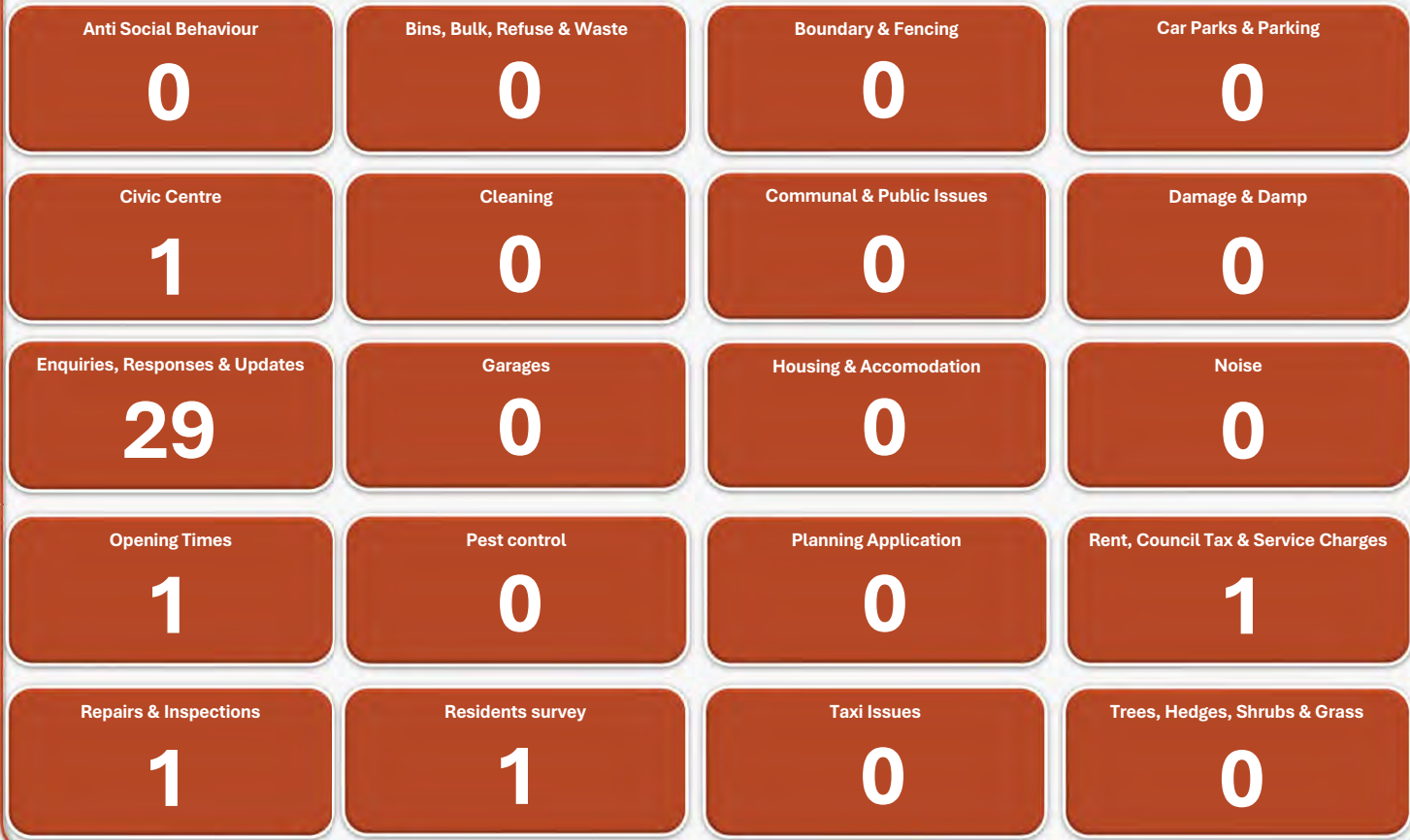
PERFORMANCE PERSON POLICY



UPHELD PARTIALLY NOT UPHELD

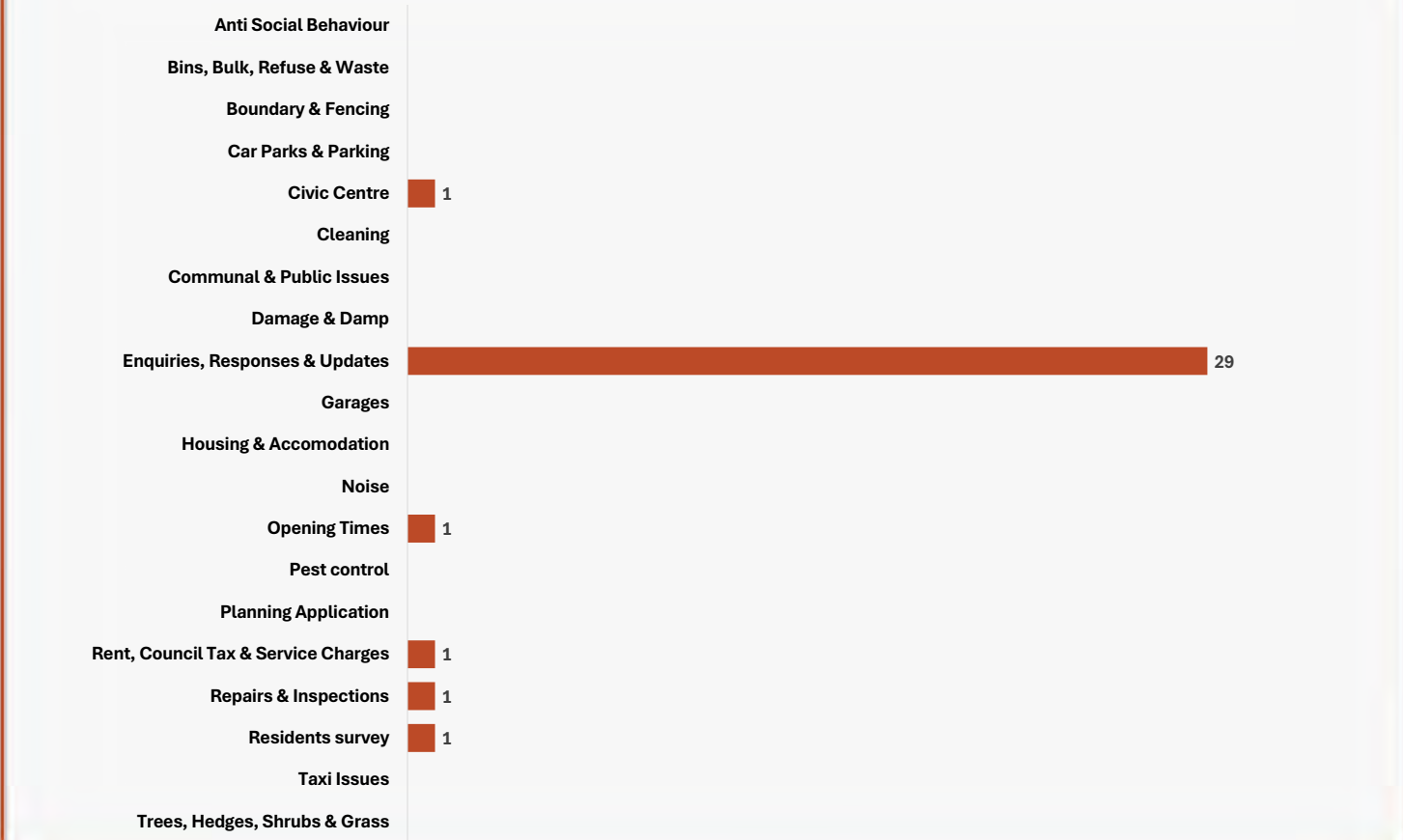
GOVERNANCE TREND INFORMATION

2023 / 2024



GOVERNANCE TREND INFORMATION

2023 / 2024

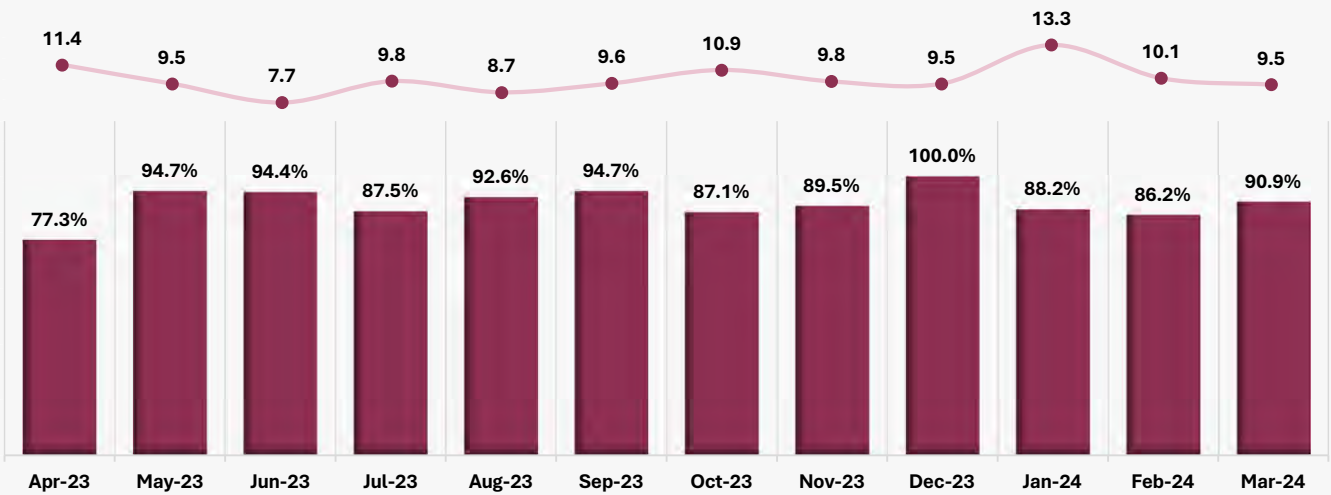


HOUSING

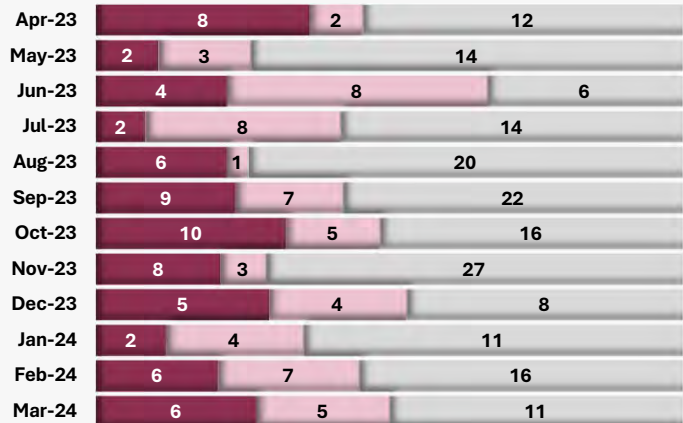
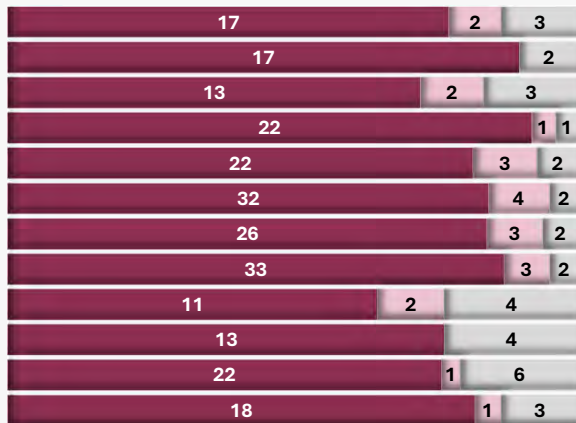
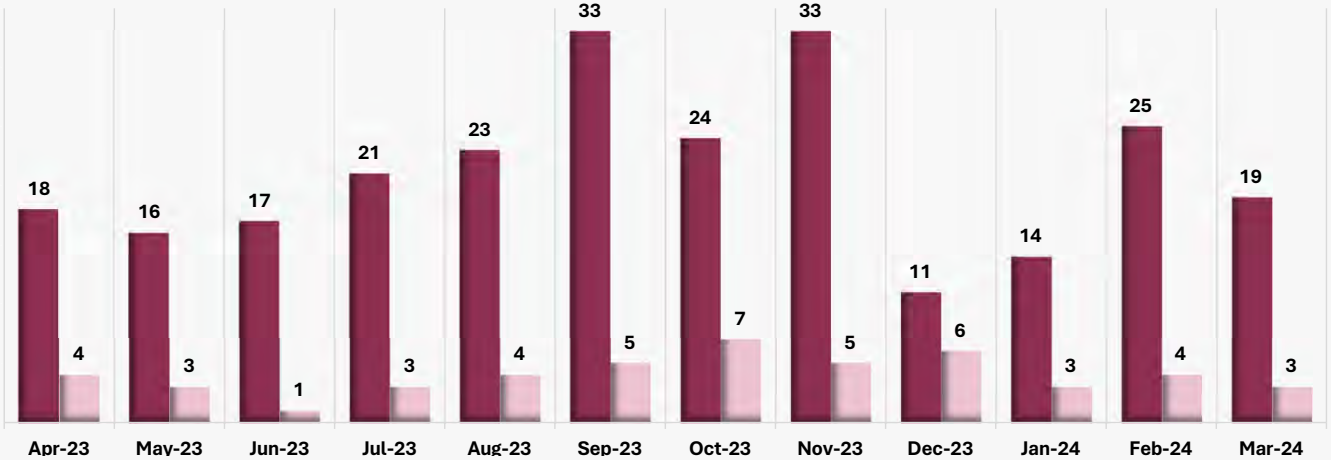
TOTAL COMPLAINTS



AV DAYS TO COMPLETE / % WITHIN TARGET



STAGE 1 STAGE 2

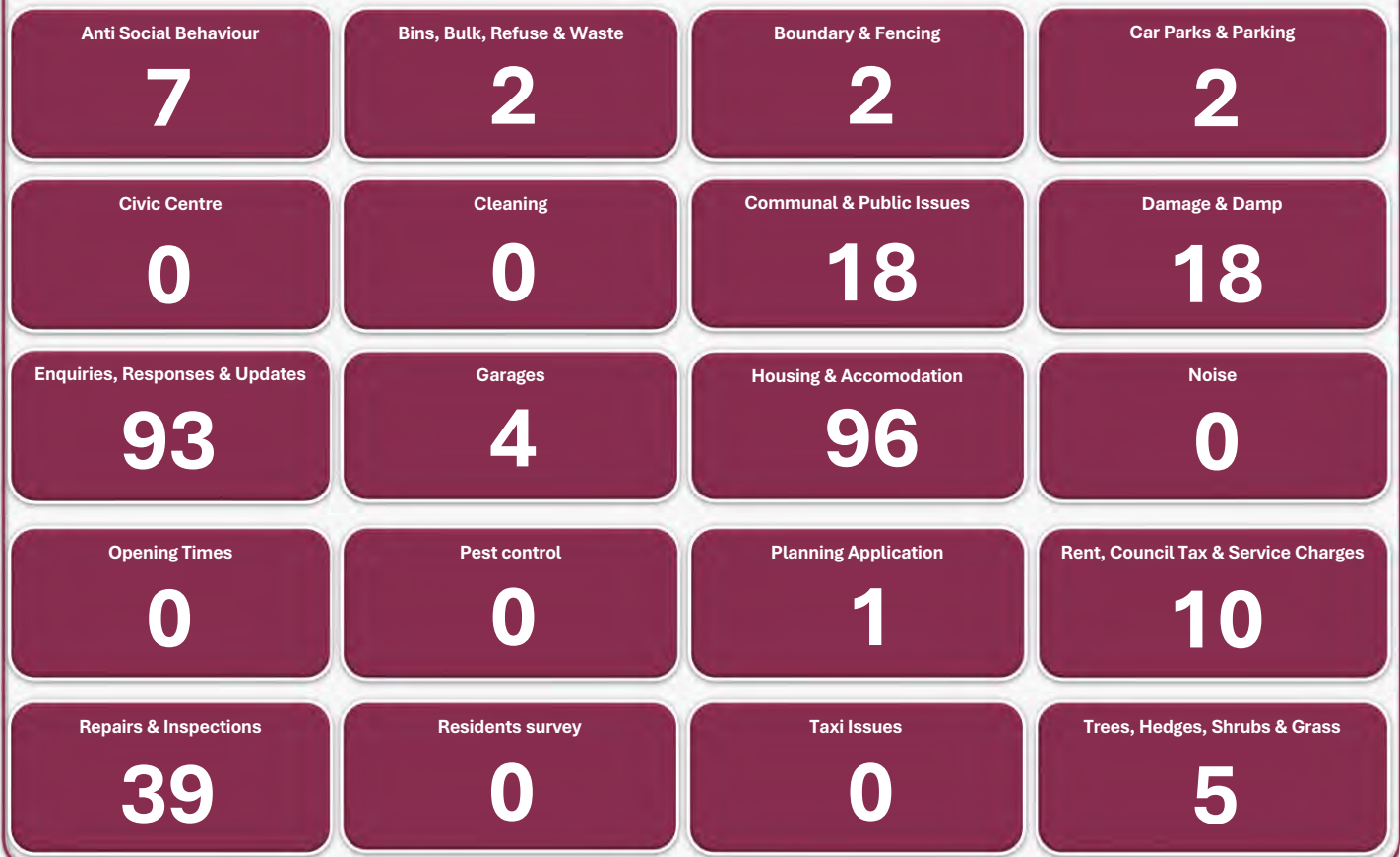


PERFORMANCE PERSON POLICY

UPHELD PARTIALLY NOT UPHELD

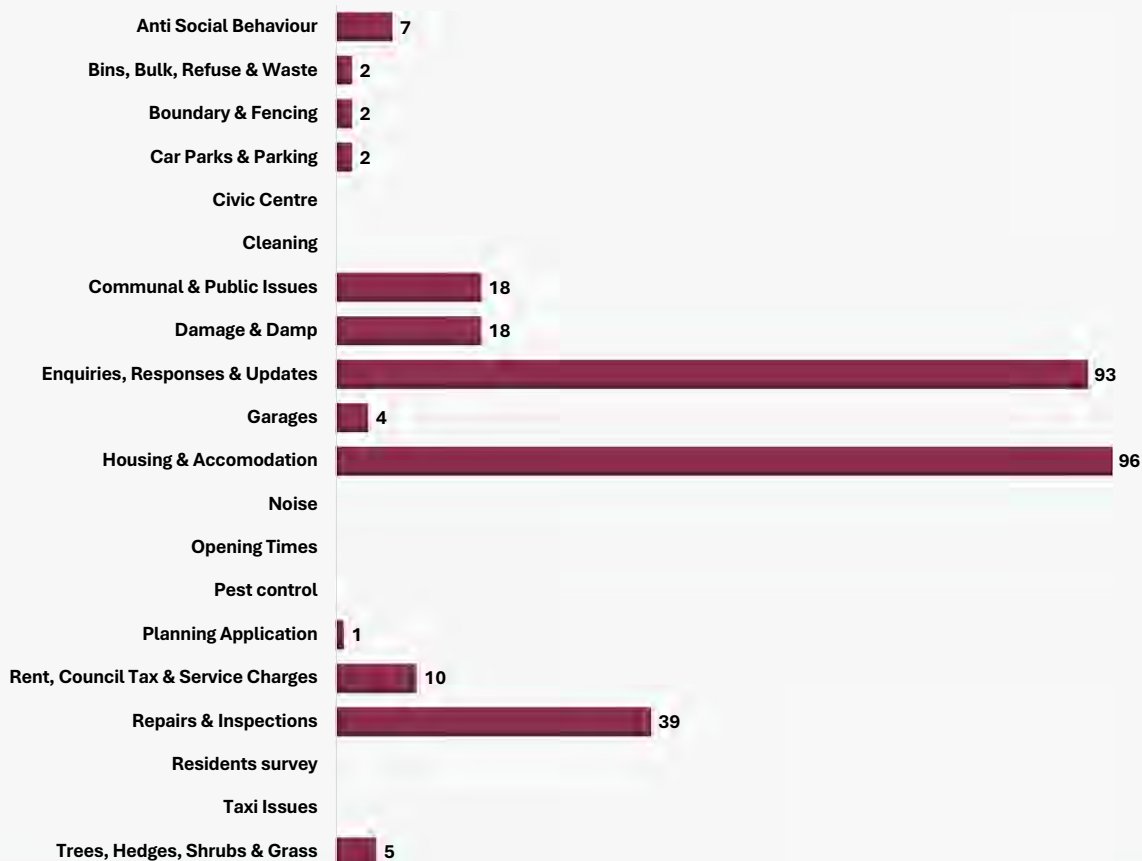
HOUSING TREND INFORMATION

2023 / 2024



HOUSING TREND INFORMATION

2023 / 2024



HTS - ENVIRONMENT

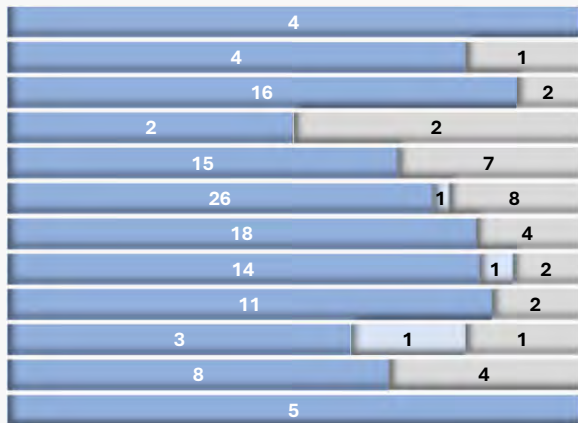
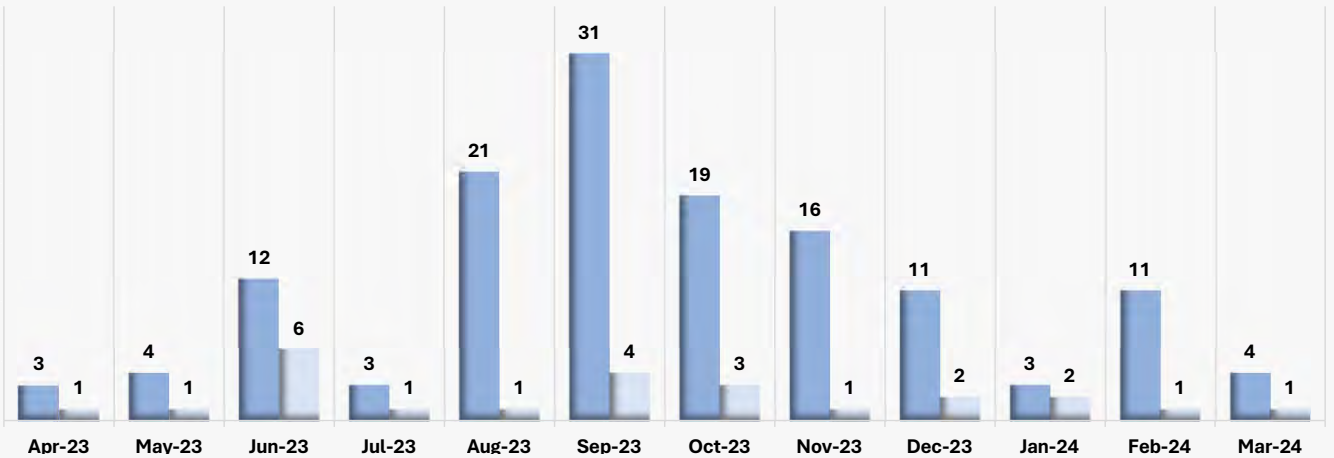
TOTAL COMPLAINTS



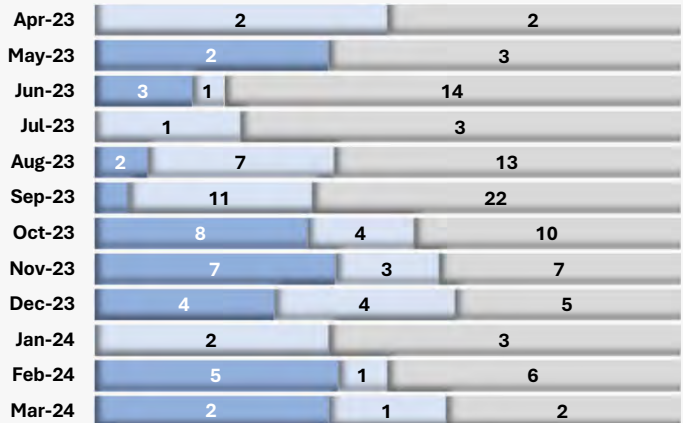
AV DAYS TO COMPLETE / % WITHIN TARGET



STAGE 1 STAGE 2



PERFORMANCE PERSON POLICY



UPHELD PARTIALLY NOT UPHELD

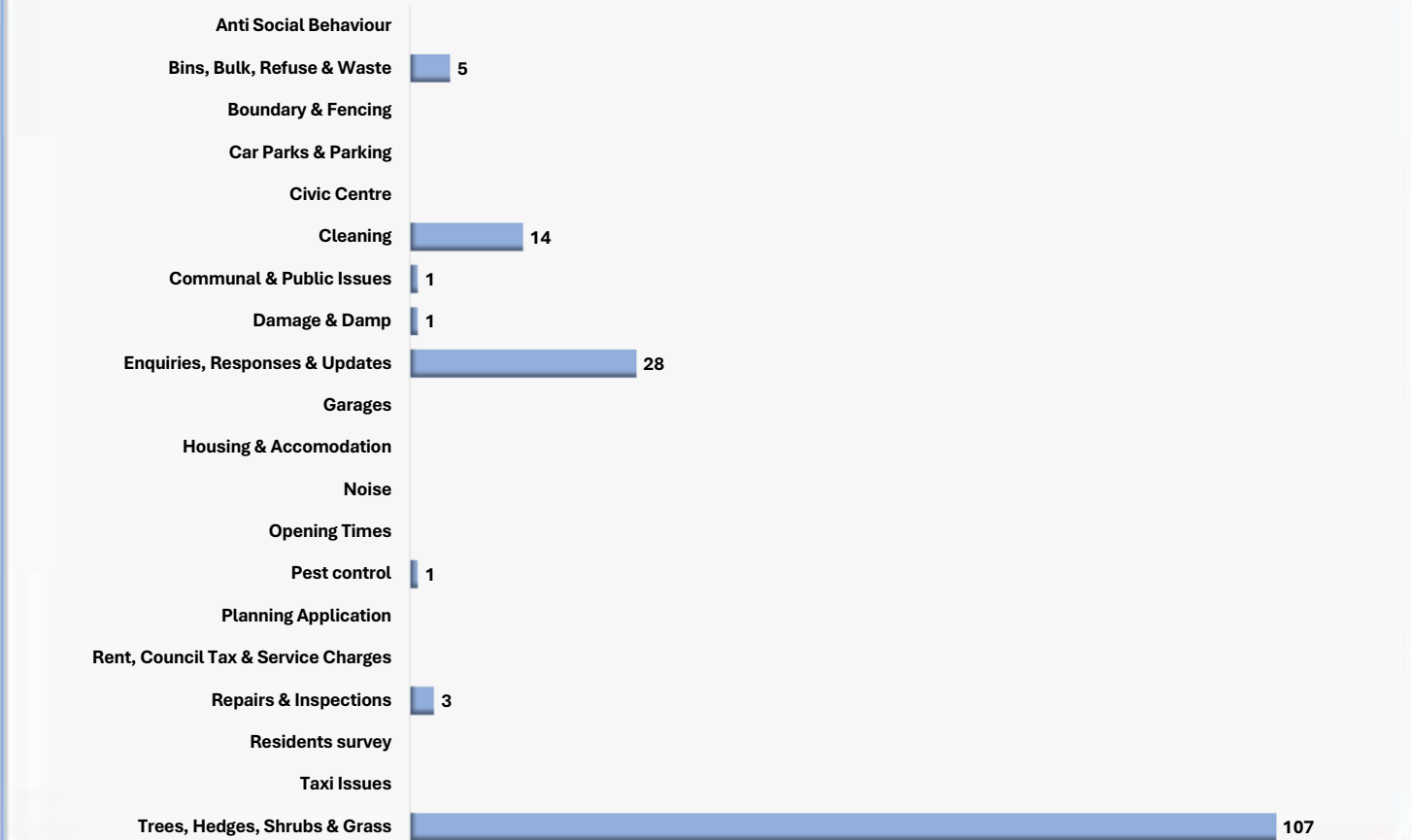
HTS - ENVIRONMENT TREND INFORMATION

2023 / 2024



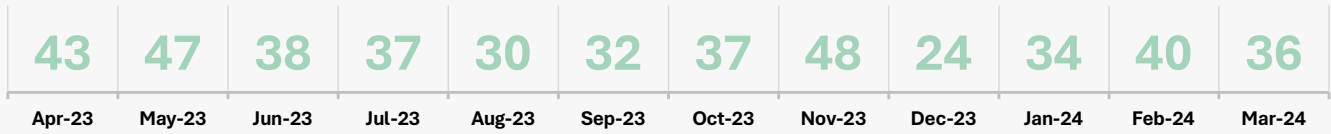
HTS - ENVIRONMENT TREND INFORMATION

2023 / 2024

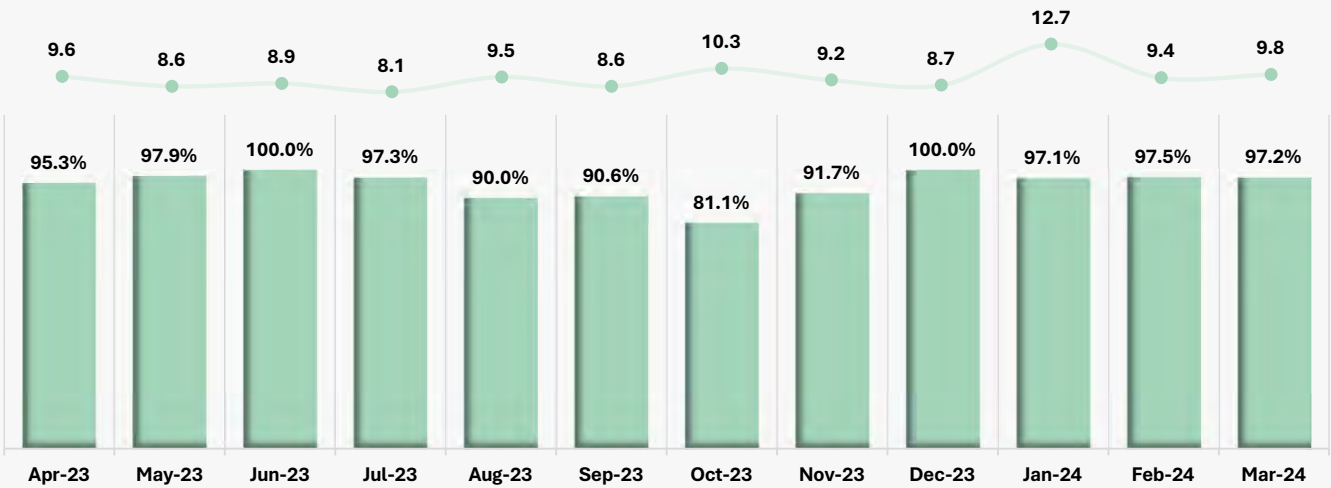


HTS - HOUSING

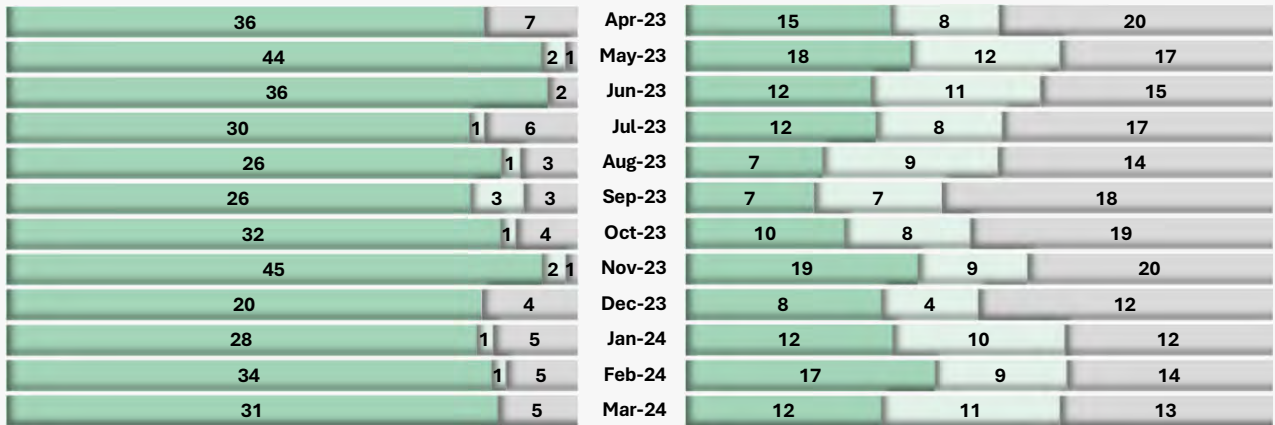
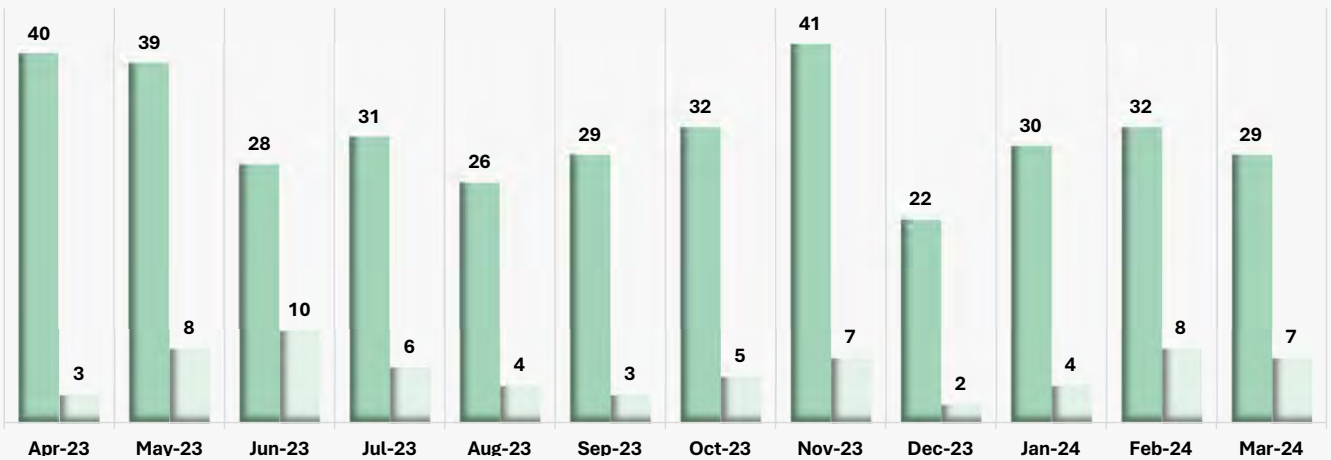
TOTAL COMPLAINTS



AV DAYS TO COMPLETE / % WITHIN TARGET



STAGE 1 STAGE 2



PERFORMANCE PERSON POLICY

UPHELD PARTIALLY NOT UPHELD

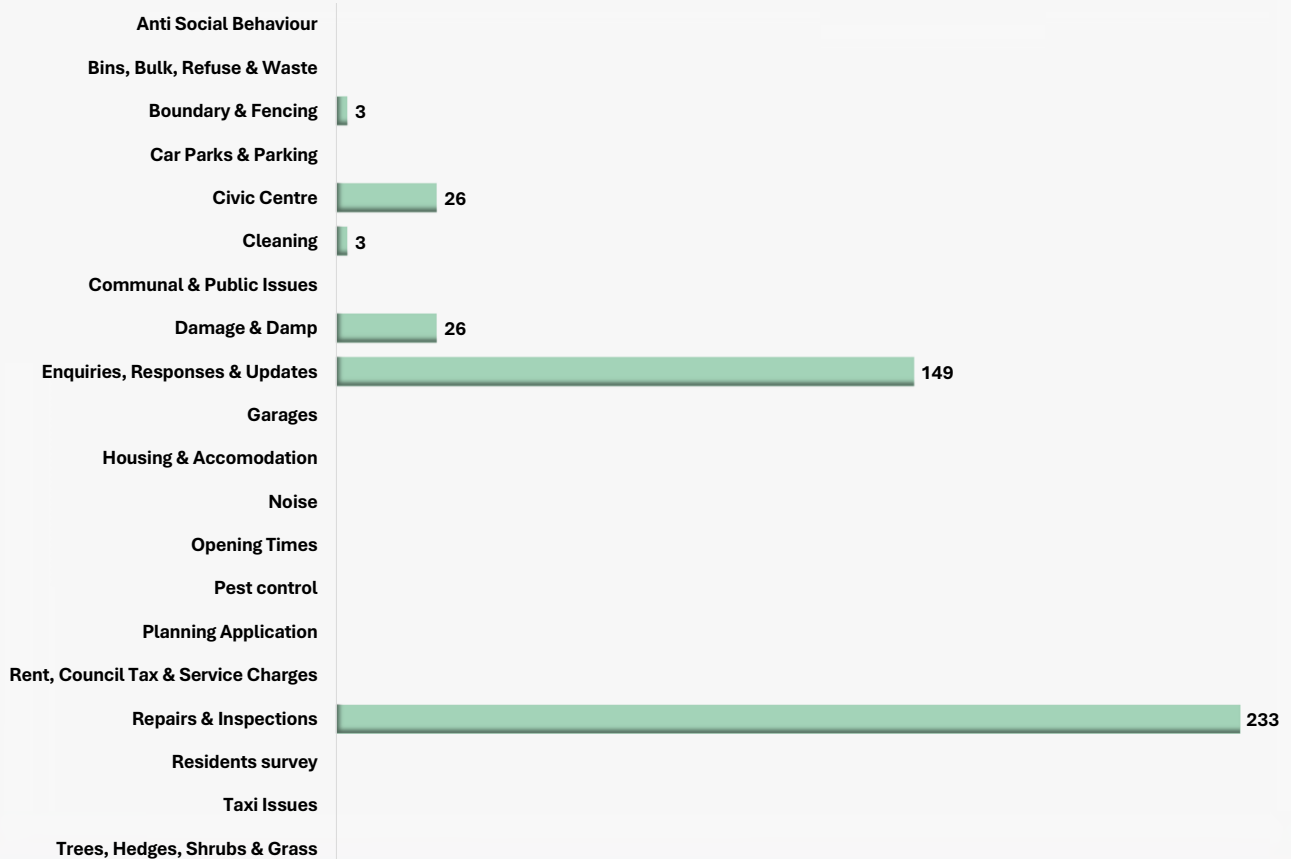
HTS - HOUSING TREND INFORMATION

2023 / 2024



HTS - HOUSING TREND INFORMATION

2023 / 2024

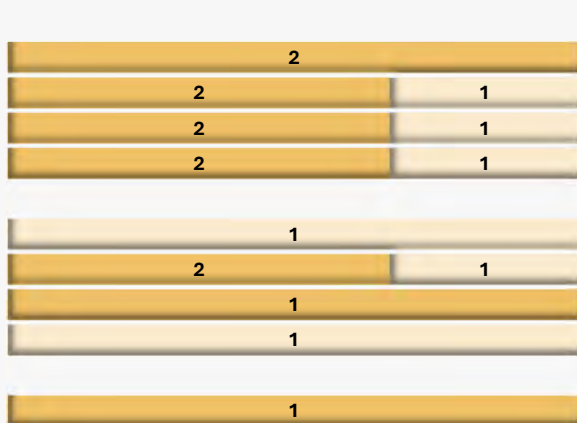
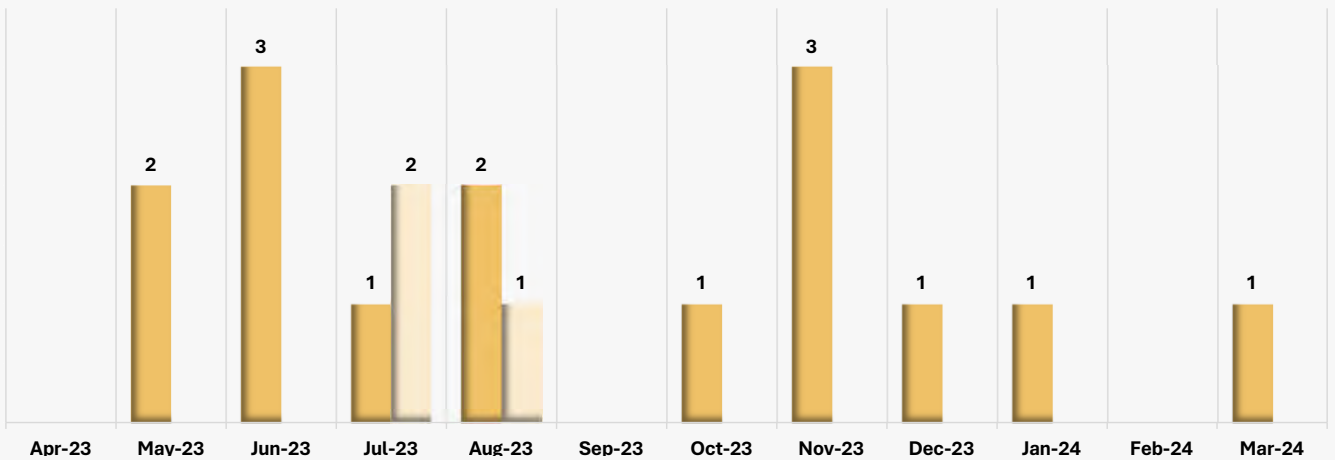
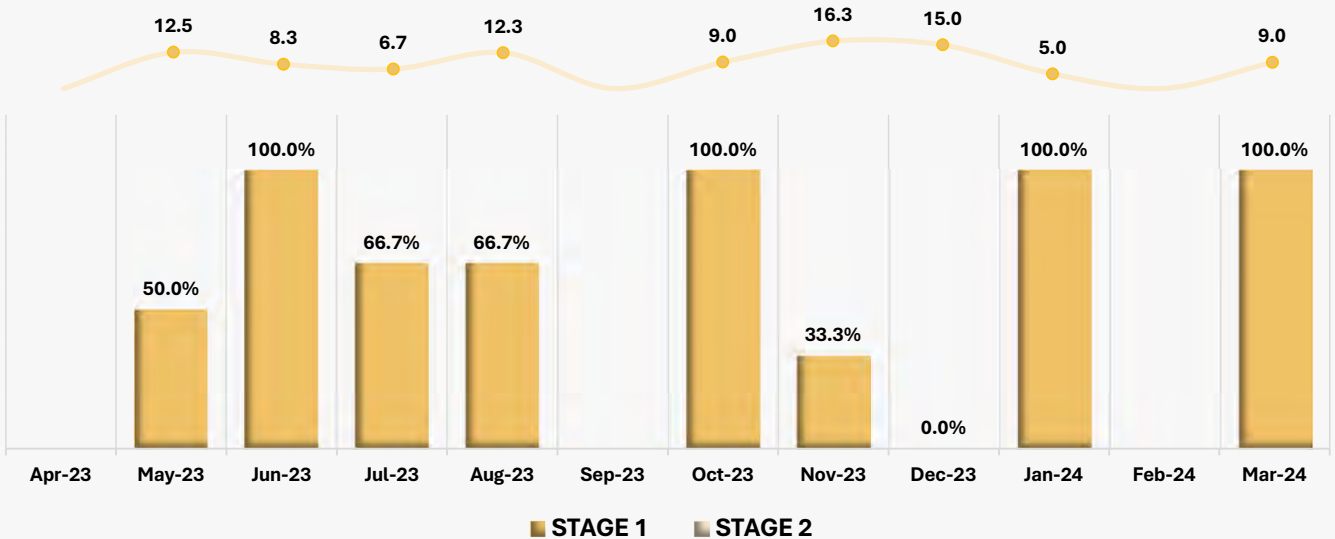


STRATEGIC GROWTH & REGEN

TOTAL COMPLAINTS



AV DAYS TO COMPLETE / % WITHIN TARGET



Apr-23

May-23

Jun-23

Jul-23

Aug-23

Sep-23

Oct-23

Nov-23

Dec-23

Jan-24

Feb-24

Mar-24

May-23

Jun-23

Jul-23

Aug-23

Sep-23

Oct-23

Nov-23

Dec-23

Jan-24

Feb-24

Mar-24

■ PERFORMANCE ■ PERSON ■ POLICY

■ UPHELD ■ PARTIALLY ■ NOT UPHELD

STRATEGIC GROWTH & REGEN TREND INFORMATION

2023 / 2024



STRATEGIC GROWTH & REGEN TREND INFORMATION

2023 / 2024

