



Appendix E – Complaints Performance

Chart 1 - Stage One Complaints Received Council Wide and those Received by the Housing Department

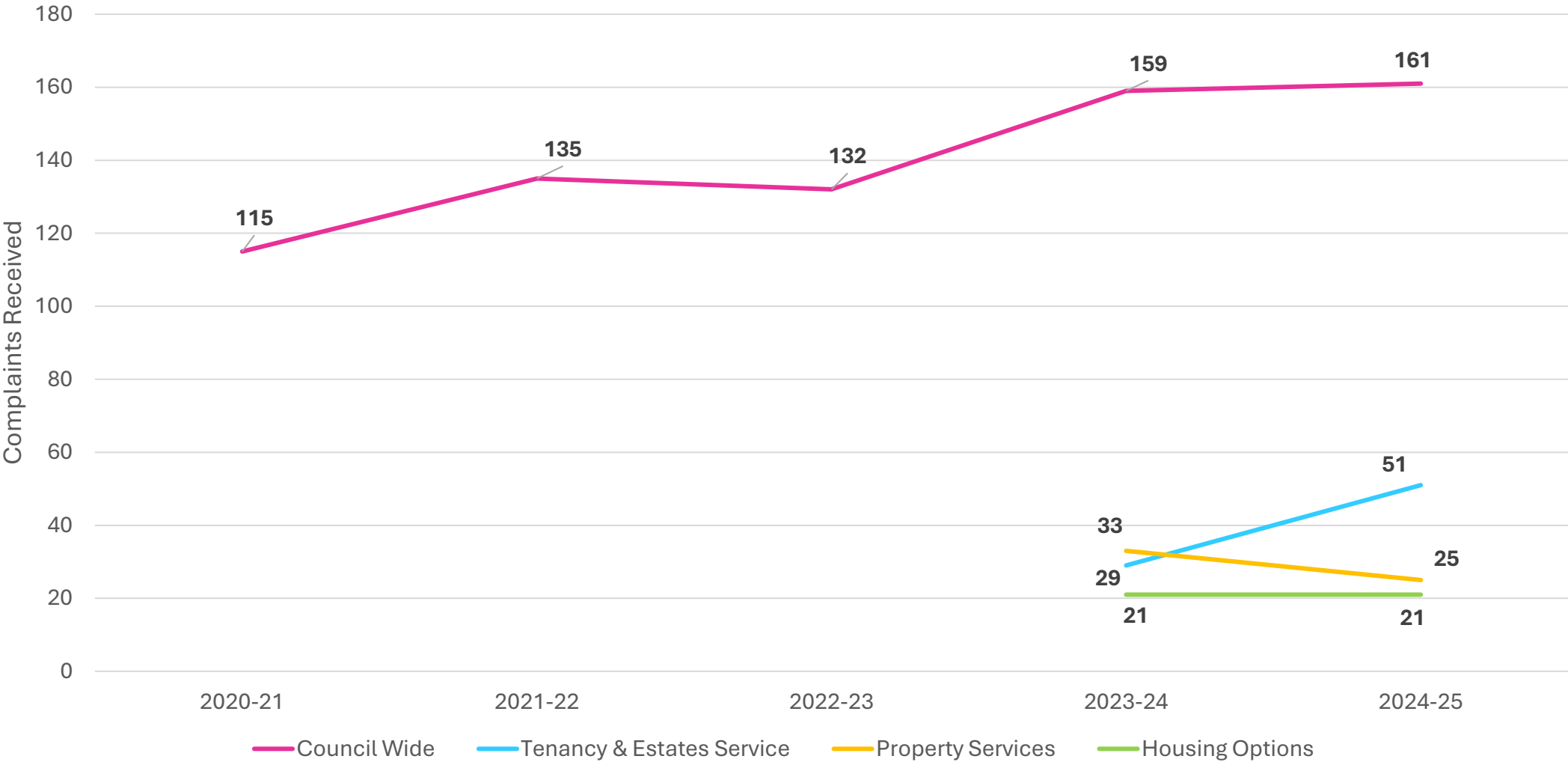


Chart 2 – Number of Service Requests, Stage 1 and Stage 2 Complaints Received by Service Area

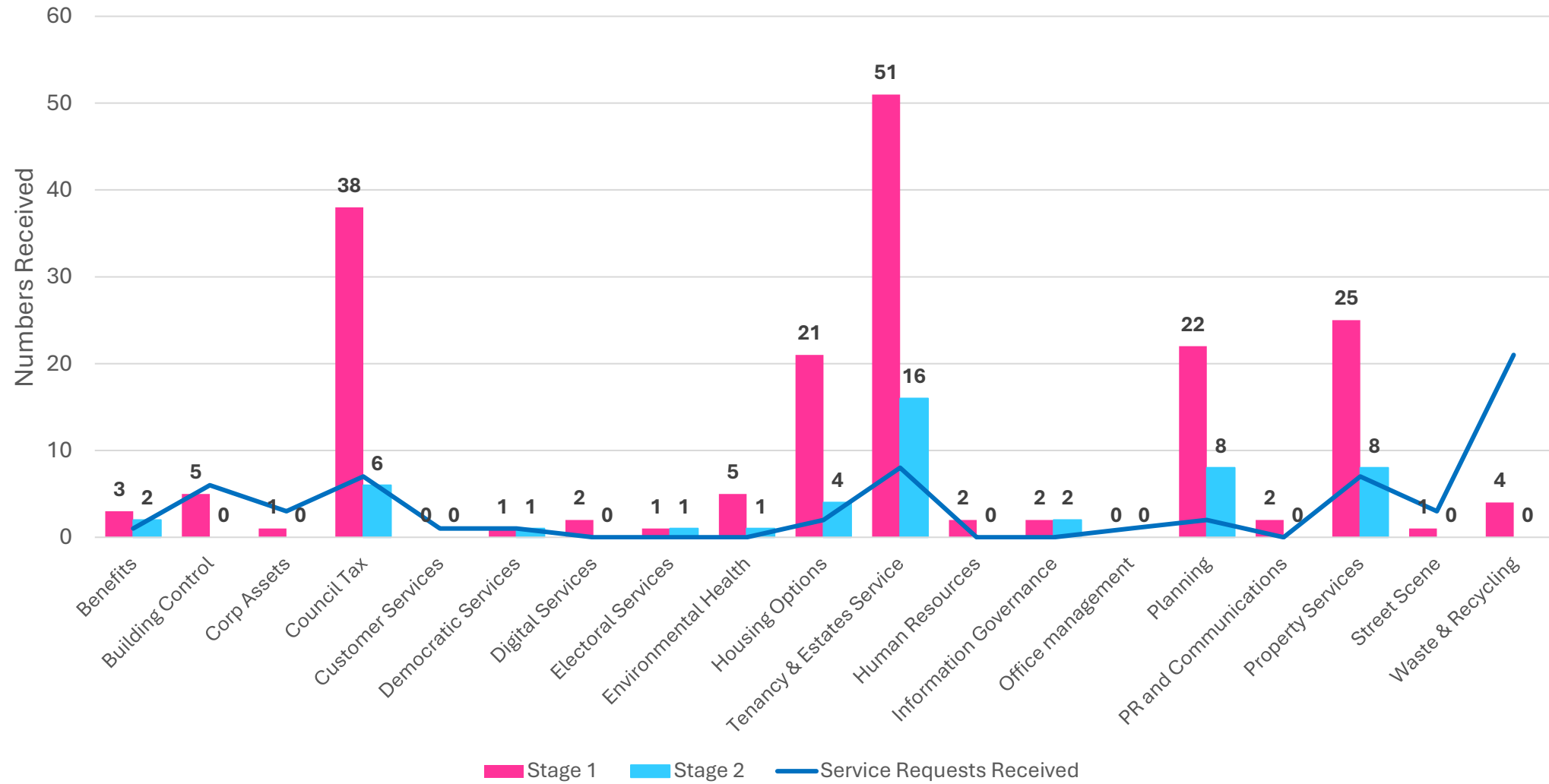


Chart 3 – Stage One Complaints Received per Service
2023-24 and 2024-25

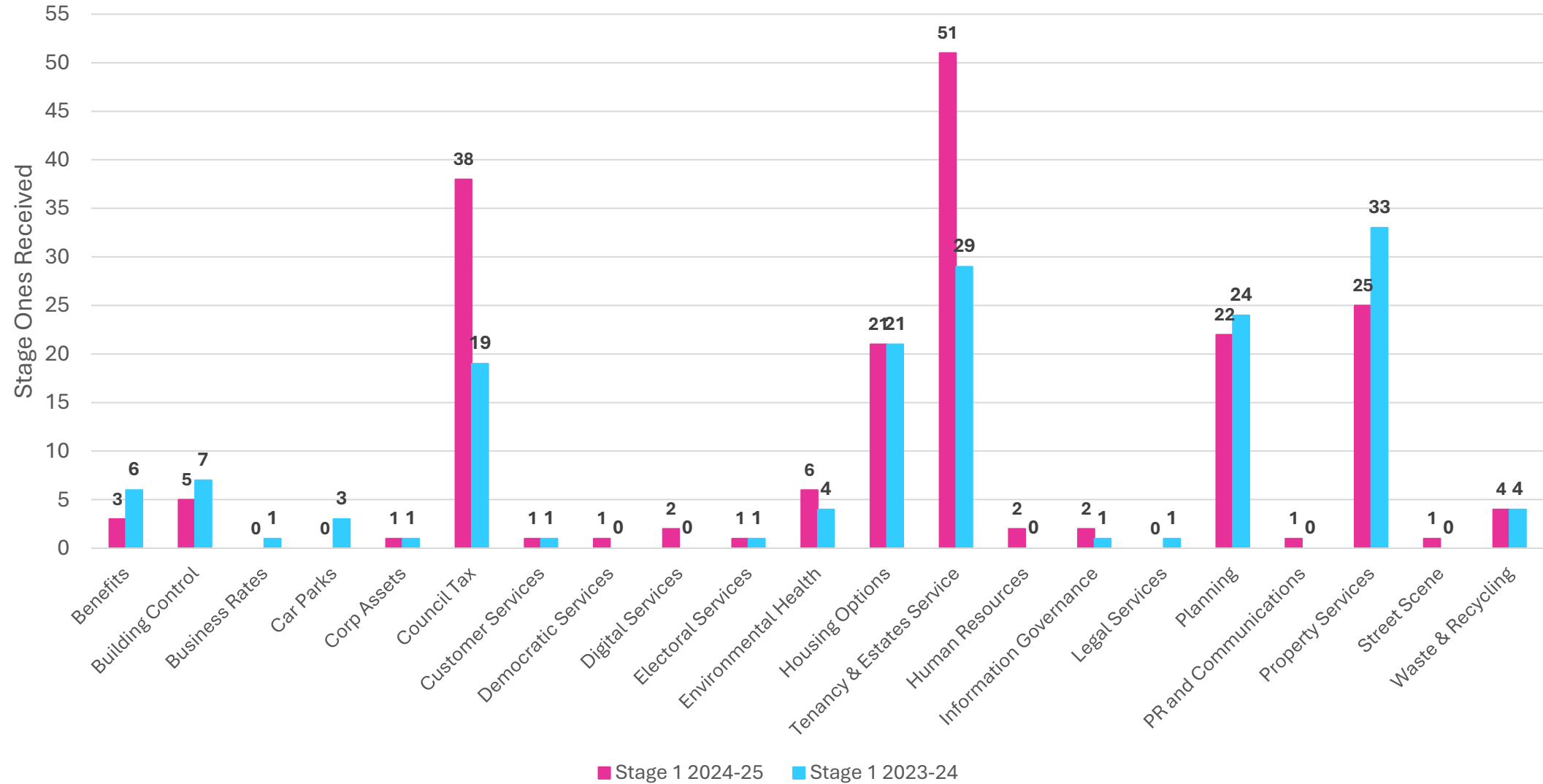


Chart 4 – Average Time Taken to Respond to Stage 1 Complaints

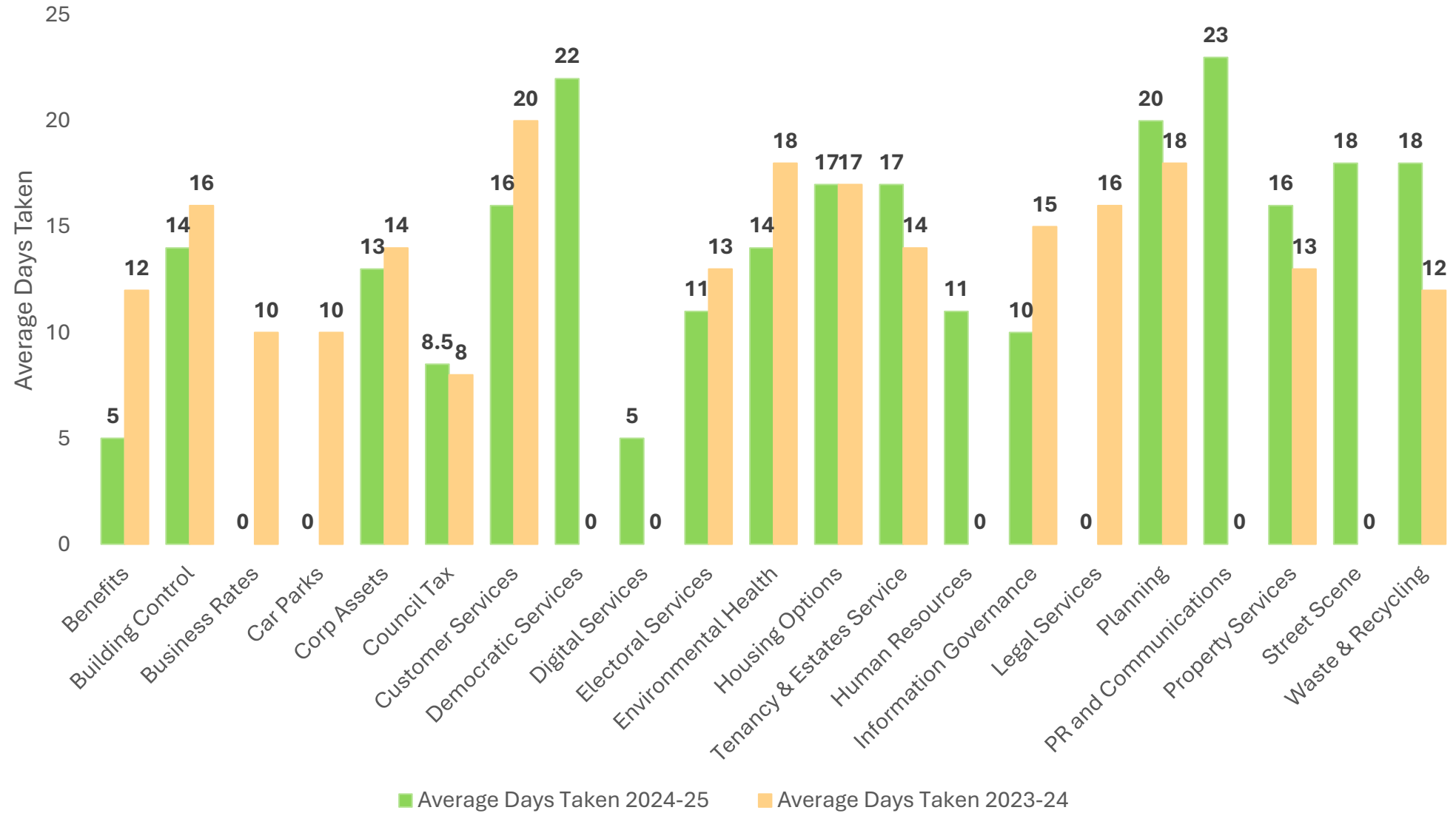


Chart 5 - Nature of Complaints Received by Service Area

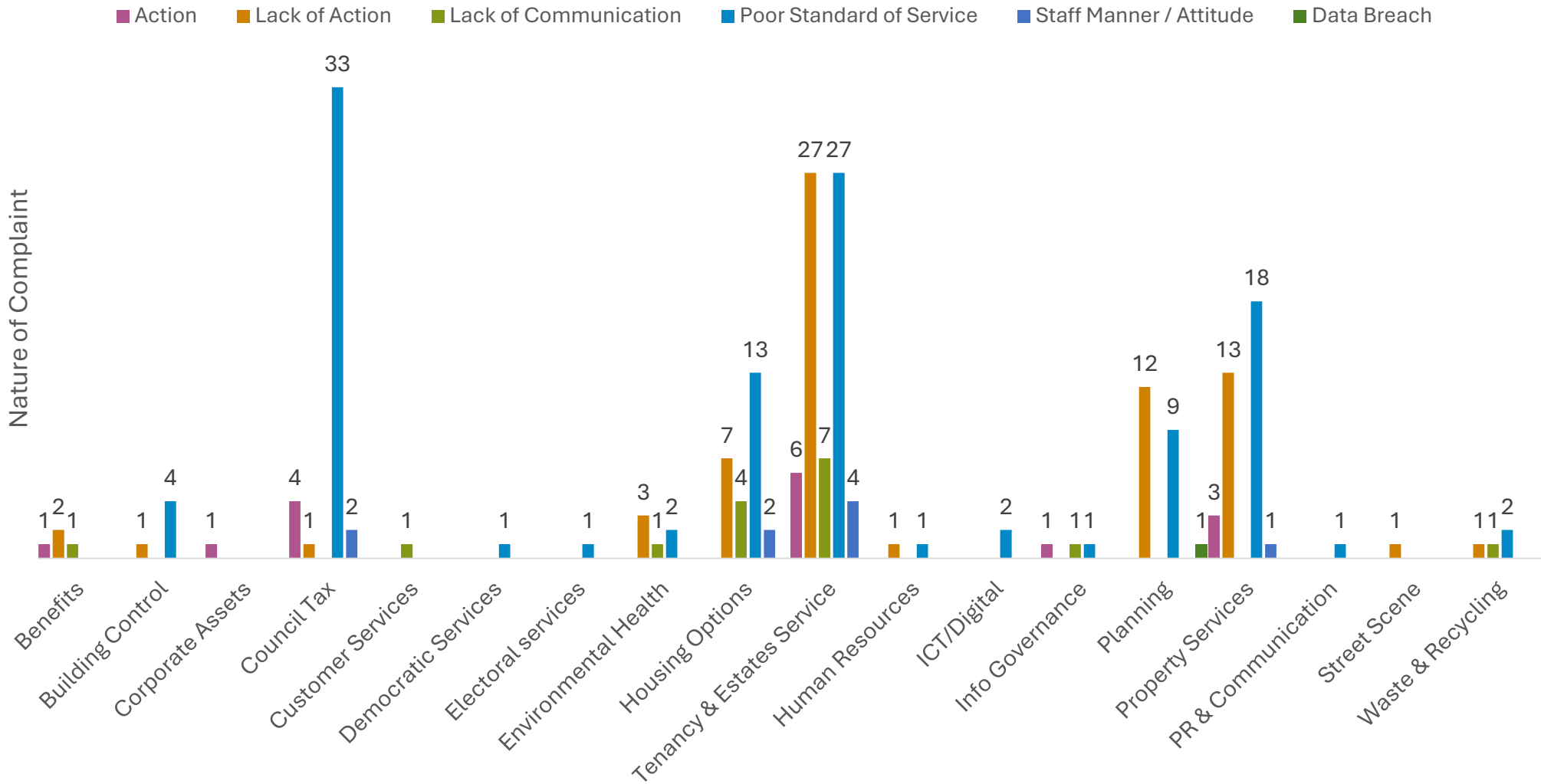


Chart 6 – Complaints Outcomes

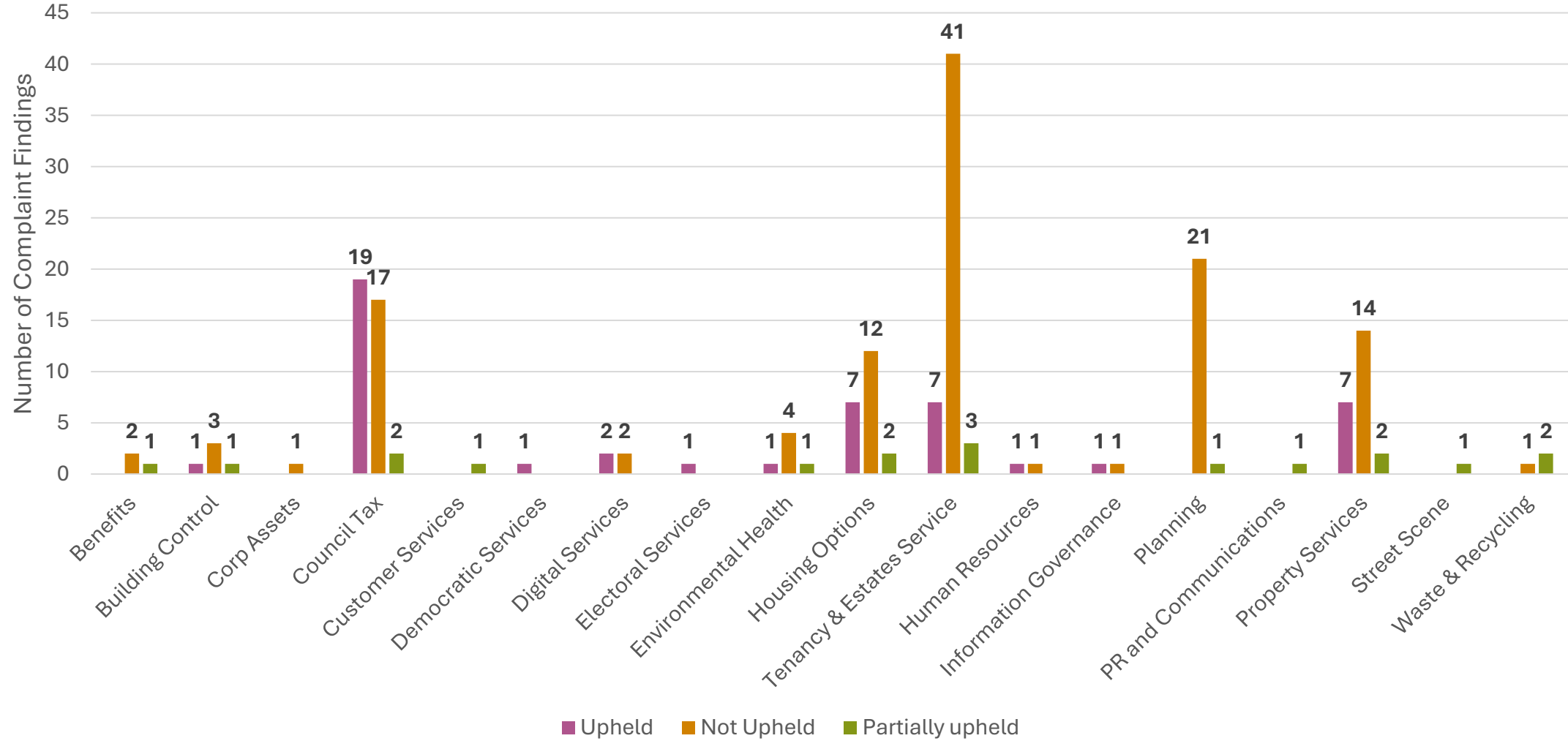


Chart 7 – Comparison of Council Wide Stage 1 Complaint Outcomes

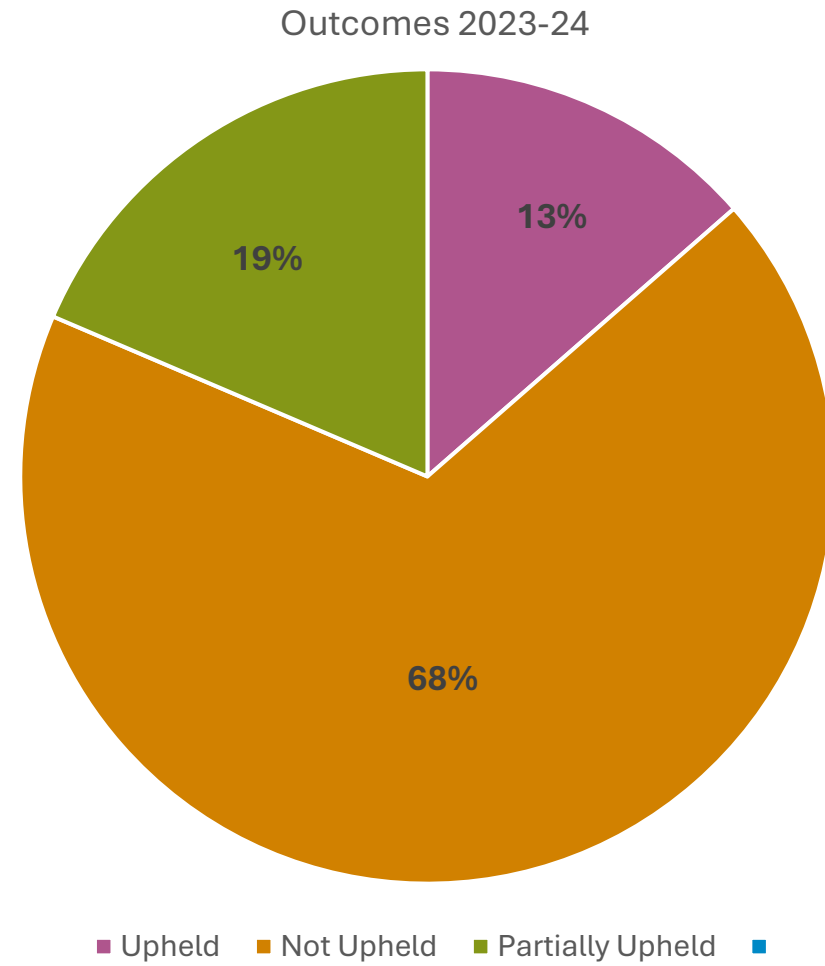
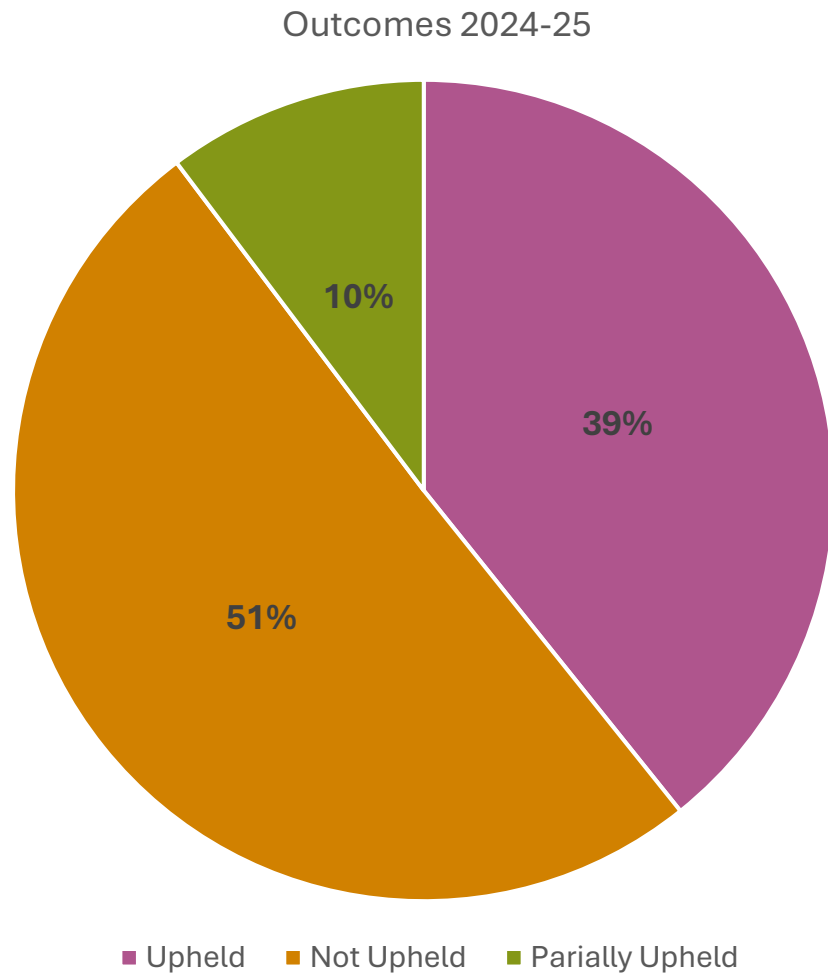


Chart 8 – Comparison of Stage 1 Housing Complaint Outcomes

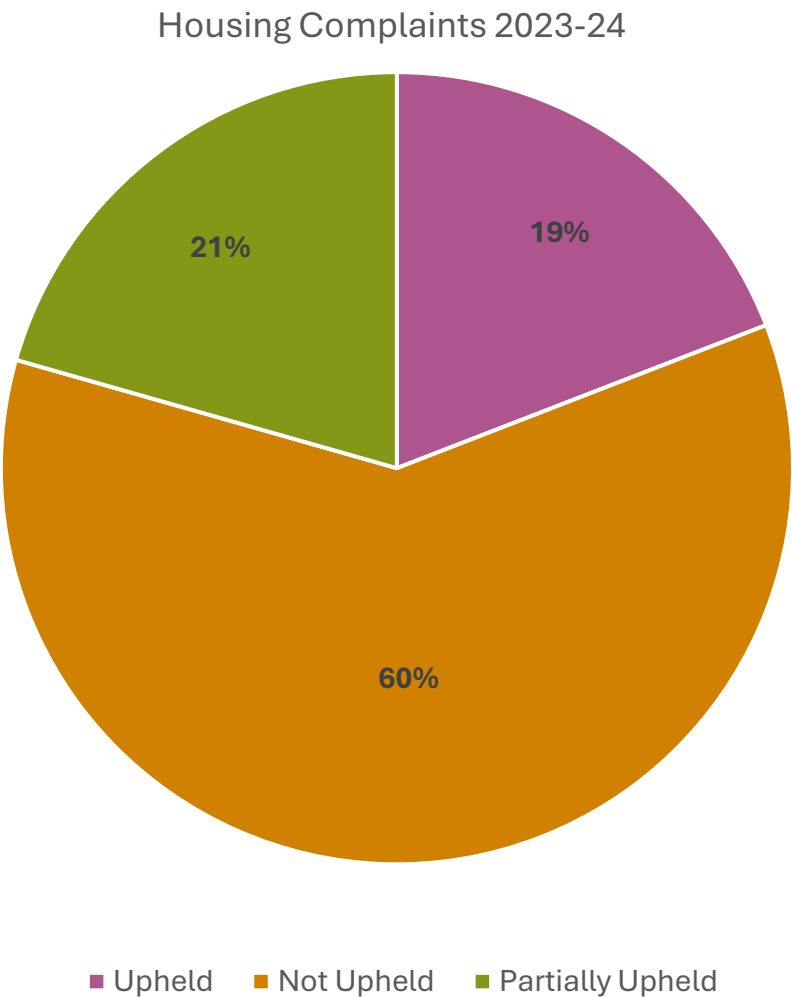
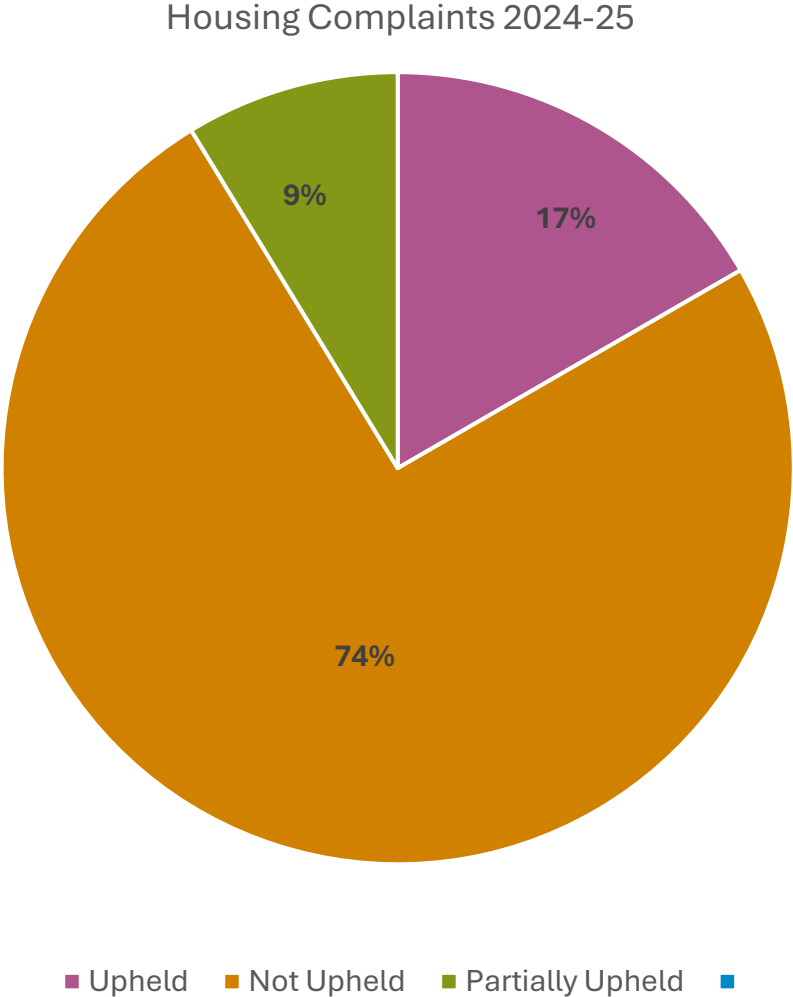


Chart 9 - Stage 2 Complaints Received by Department

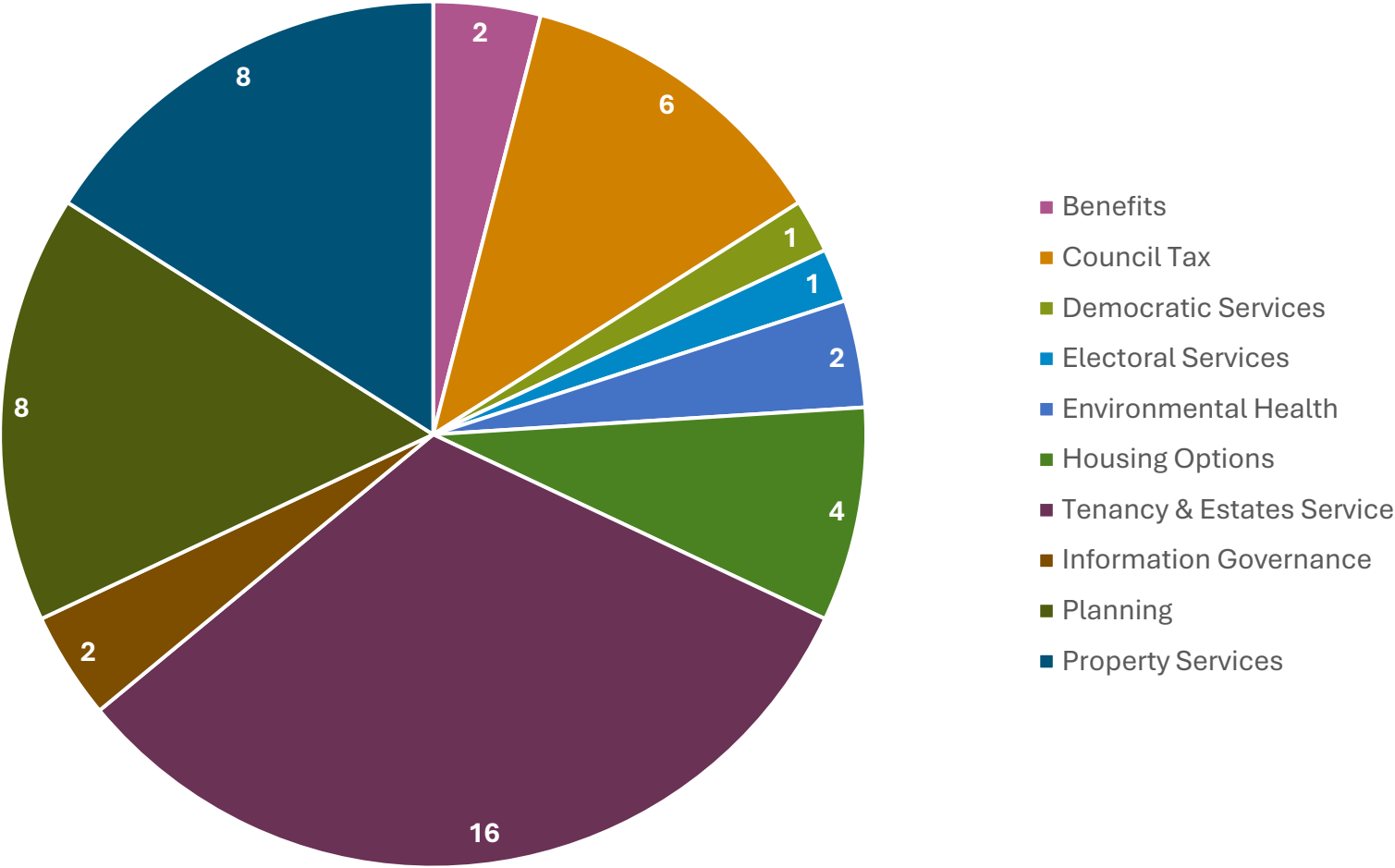


Chart 10 – Stage Two Complaints Received Council Wide and Average Response Times Per Year

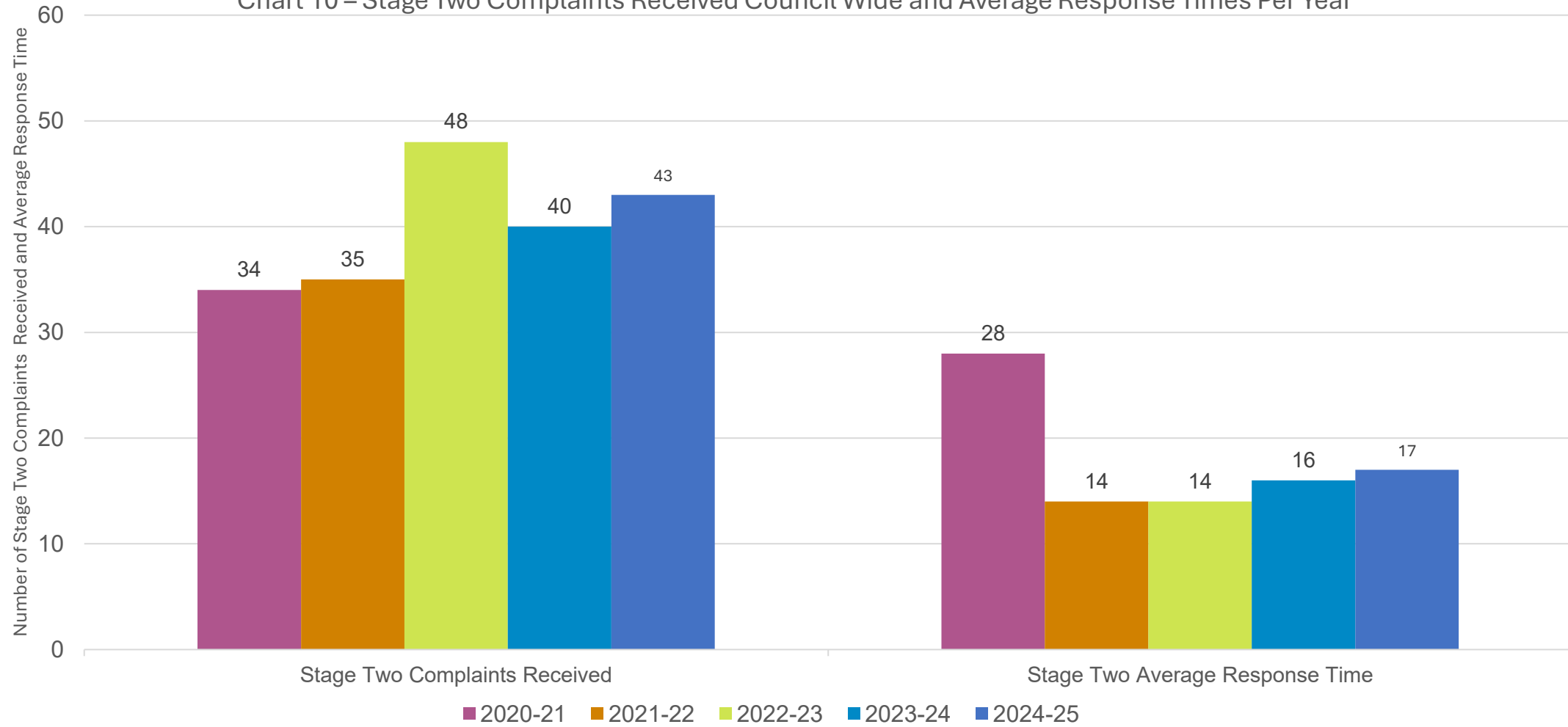


Chart 11 – Stage 2 Complaints Received by Housing Team

