

Complaints Received 1st April 2019- 31st March 2020

	Stage One Number	%	Stage Two Number	%
Total Number of Complaints	34		11	
Responded to in Full	34	100	11	100
Upheld	22	65	4	36
Responded to Within SPSO Timescales	34	100	11	100

Complaints Received by Department

Department	Stage One	Stage Two
Area Services	7	4
Repairs	11	1
Factoring	4	0
Housing Support	2	0
Property Services	8	5
Income Maximisation	2	1