# Stage 2 complaints in 2024 to 2025

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2024 to 2025 | April | May | June | July | August | September | October | November | December | January | February | March | Total |
| Number of complaints | 3 | 0 | 0 | 1 | 1 | 3 | 0  | 1 | 3 | 2 | 4 | 1 | 19 |
| Number responded within timescales (including permitted extension within complaint handling code) | 1 | 0 | 0 | 1 | 1 | 3 | 0  | 1 | 3 | 2 | 3 | 1 | 16 |
| Number of days | 90 |   |   | 25 | 24 | 63 |   | 12 | 69 | 40 | 163 | 35 | 521 |
| Average time to respond (working days) | 30.0 |   |   | 25.0 | 24.0 | 21.0 |   | 12.0 | 23.0 | 20.0 | 40.8 | 35.0 | 27.4 |

We received 19 stage two complaints in 2024-25, nine of the stage two complaints were found to be partially upheld or upheld, 6 of which were found to be not upheld at stage one. These 19 complaints are broken down as follows:

* Poor Workmanship – 3
* Length of time taken – 6
* Attitude or conduct of employee – 3
* Unhappy with the decision – 3
* State of property – 3
* Conduct of neighbour – 1