# 2.3 Breakdown of stage one complaints/service requests by service area

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| --- | --- | --- | --- | --- | --- | --- |
| **Service Area** | **Number received** | **Total days taken from acknowledge to response**  **(target – 10 working days)** | **Average time taken from receipt to response**  **(total target - 15 working days)** | **Percent responded to within target** | **Upheld or part upheld complaints** | **Number of service requests through complaint channels**  **(Not complaints)** |
| Assets (Major Works) | 6 | 67 | 11.2 | 83.33 | 4 | 1 |
| Community Safety Team | 5 | 95 | 19.0 | 20.00 | 1 | 0 |
| Housing Management | 24 | 360 | 15.0 | 83.33 | 18 | 12 |
| Lettings | 7 | 83 | 11.9 | 71.43 | 5 | 4 |
| Planned and Cyclical | 4 | 38 | 9.5 | 100 | 0 | 3 |
| Responsive Repairs and Voids | 41 | 475 | 11.6 | 95.12 | 18 | 16 |
| Support Services | 8 | 59 | 7.4 | 100 | 4 | 1 |
| **Total** | **95** | **1177** | **12.4** | **86.32** | **50** | **37** |

86 percent of stage one complaints were responded to within Complaint Handling Code guidelines, which is a slight improvement on the previous financial year. 11 or 11.6 percent of the stage one complaints received required an extension to the usual response deadline, as permitted within the Complaint Handling Code.