

## **CORDALE HA COMPLAINTS REPORT QUARTER 2 2024.25 (1 July to 30 September 2024)**

Stage 1 Complaints Received 8

Stage 2 Complaints Received 0

Stage 1 Complaints Responded To 9

Stage 2 Complaints Responded To 0

### Complaint Outcomes

		Stage 1	Stage 2
Resolved	22.2%	(2 out of 9)	
Upheld/Partially Upheld	66.6%	(6 out of 9)	
Not Upheld	11.1%	(1 out of 9)	

### Complaints by Nature of Complaint

		Stage 1	Stage 2
Behaviour (Contractor)	22.3%	(2 out of 9)	
Service Failure (Association)	33.3%	(3 out of 9)	
Service Failure (Contractor)	11.1%	(1 out of 9)	
Disagree with Decision	11.1%	(1 out of 9)	
Failure in Process	11.1%	(1 out of 9)	
Quality of Work	11.1%	(1 out of 9)	

### Completion Times

	Stage 1	Stage 2
Average Completion Time	3.78 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	77.8% (7 out of 9)	