

CORDALE HA COMPLAINTS REPORT QUARTER 3 2024.25 (1 October to 31 December 2024)

Stage 1 Complaints Received 14

Stage 2 Complaints Received 0

Stage 1 Complaints Responded To 14

Stage 2 Complaints Responded To 0

Complaint Outcomes

		Stage 1	Stage 2
Resolved	35.7%	(5 out of 14)	
Upheld/Partially Upheld	57.1%	(8 out of 14)	
Not Upheld	7.2%	(1 out of 14)	

Complaints by Nature of Complaint

		Stage 1	Stage 2
Behaviour (Contractor)	7.1%	(1 out of 14)	
Service Failure (Association)	35.7%	(5 out of 14)	
Service Failure (Contractor)	28.6%	(4 out of 14)	
Disagree with Decision	15.3%	(2 out of 14)	
Failure in Process	7.1%	(1 out of 14)	
Quality of Work	7.1%	(1 out of 14)	

Completion Times

	Stage 1	Stage 2
Average Completion Time	4.71 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	57.1% (8 out of 14)	