CORDALE HA COMPLAINTS REPORT QUARTER 4 2024.25 (1 January to 31 March 2025)

Stage 1 Complaints Received	4
Stage 2 Complaints Received	0

Stage 1 Complaints Responded To	4
Stage 2 Complaints Responded To	0

Complaint Outcomes

		Stage 1	Stage 2
Resolved	75%	(3 out of 4)	
Upheld/Partially Upheld	25%	(1 out of 4)	
Not Upheld	0		

Complaints by Nature of Complaint

		Stage 1	Stage 2
Service Failure (Association)	50%	(2 out of 4)	
Service Failure (Contractor)	50%	(1 out of 4)	

Completion Times

	Stage 1		Stage 2
Average Completion Time	4.25 days		
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	75%	(3 out of 4)	