

## CORDALE HA COMPLAINTS REPORT QUARTER 1 2025.26 (1 April to 30 June 2025)

Stage 1 Complaints Received 13

Stage 2 Complaints Received 0

Stage 1 Complaints Responded To 13

Stage 2 Complaints Responded To 0

### Complaint Outcomes

	Stage 1		Stage 2	
Resolved	38.4%	(5 out of 13)		
Upheld/Partially Upheld	30.8%	(4 out of 13)		
Not Upheld	30.8%	(4 out of 13)		

### Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour – Staff	15.4%	(2 out of 13)		
Disagree with Decision	7.7%	(1 out of 13)		
Failure in Process	7.7%	(1 out of 13)		
Quality of Work (Repair, Planned Maintenance etc)	23.1%	(3 out of 13)		
Service Failure (Association)	7.7%	(1 out of 13)		
Service Failure (Contractor)	38.4%	(5 out of 13)		

### Completion Times

	Stage 1		Stage 2	
Average Completion Time	2.3 days			
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	92.3%	(12 out of 13)		