

CORDALE HA COMPLAINTS REPORT QUARTER 2 2025.26 (1 July to 30 September 2025)

Stage 1 Complaints Received 15
 Stage 2 Complaints Received 1 (escalated Stage 1 Complaint)

Stage 1 Complaints Responded To 15
 Stage 2 Complaints Responded To 0

Complaint Outcomes

	Stage 1		Stage 2	
Resolved	26.7%	(4 out of 15)		
Upheld/Partially Upheld	46.6%	(7 out of 15)		
Not Upheld	26.7%	(4 out of 15)		

Complaints by Nature of Complaint

	Stage 1		Stage 2	
Disagree with Decision	20%	(3 out of 15)		
Quality of Work (Repair, Planned Maintenance etc	6.7%	(1 out of 15)		
Service Failure (Association)	33.3%	(5 out of 15)		
Service Failure (Contractor)	40%	(6 out of 15)		

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%	(13 out of 15)		