

CORDALE HA COMPLAINTS REPORT QUARTER 3 2025.26 (1 October to 31 December 2025)

Stage 1 Complaints Received 8
 Stage 2 Complaints Received 1 (escalated Stage 1 Complaint)

Stage 1 Complaints Responded To 8
 Stage 2 Complaints Responded To 2 (escalated Stage 1 Complaints)

Complaint Outcomes

	Stage 1		Stage 2	
Resolved				
Upheld/Partially Upheld	87.5%	(7 out of 8)		
Not Upheld	12.5%	(1 out of 8)	100%	(2 out of 2)

Complaints by Nature of Complaint

	Stage 1		Stage 2	
Disagree with Decision	25%	(2 out of 8)	100%	(2 out of 2)
Failure in Process	37.5%	(3 out of 8)		
Quality of Work (Repair, Planned Maintenance etc)	25%	(2 out of 8)		
Service Failure (Contractor)	12.5%	(1 out of 8)		

Completion Times

	Stage 1		Stage 2	
Average Completion Time	7 days		18.5 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	62.5%	(5 out of 8)	100%	(2 out of 2)