

CORDALE HA COMPLAINTS REPORT QUARTER 4 2025.26 (1 January to 31 March 2025)

Stage 1 Complaints Received 17

Stage 2 Complaints Received 0

Stage 1 Complaints Responded To 16

Stage 2 Complaints Responded To 0

Complaint Outcomes

	Stage 1	
Resolved	18.7%	(3 out of 16)
Upheld/Partially Upheld	56.3%	(9 out of 16)
Not Upheld	25%	(4 out of 16)

Complaints by Nature of Complaint

	Stage 1	
Disagree with Procedure	6.3%	(1 out of 16)
Quality of Work (Repair, Planned Maintenance etc	25%	(4 out of 16)
Service Failure (Association)	50%	(8 out of 16)
Service Failure (Contractor)	18.7%	(3 out of 16)

Completion Times

	Stage 1	
Average Completion Time	4.7 days	
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	75%	(12 out of 16)