

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

Stage 1 Complaints Received 9

Stage 2 Complaints Received 1 (escalated Stage 1 Complaint)

Stage 1 Complaints Responded To 9

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

Complaint Outcomes

	Stage 1		Stage 2	
Resolved				
Upheld/Partially Upheld	87.9%	(8 out of 9)		
Not Upheld	11.1%	(1 out of 9)	100%	(2 out of 2)

Complaints by Nature of Complaint

	Stage 1		Stage 2	
Disagree with Decision	33.3%	(3 out of 9)	100%	(2 out of 2)
Failure in Process	33.3%	(3 out of 9)		
Quality of Work (Repair, Planned Maintenance etc	22.3%	(2 out of 9)		
Service Failure (Contractor)	11.1%	(1 out of 9)		

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)	55.6%	(5 out of 9)	100%	(2 out of 2)