

CORDALE HA COMPLAINTS REPORT QUARTER 1 2026.27 (1 April to 30 June 2026)

Stage 1 Complaints Received 13

Stage 2 Complaints Received 0

Stage 1 Complaints Responded To 14

Stage 2 Complaints Responded To 0

Complaint Outcomes

	Stage 1		Stage 2	
Upheld/Partially Upheld	85.7%	(12 out of 14)		
Not Upheld	14.3%	(2 out of 14)		

Complaints by Nature of Complaint

	Stage 1		Stage 2	
Behaviour – Contractor	7.1%	(1 out of 14)		
Quality of Work (Repair, Planned Maintenance etc)	21.5%	(3 out of 14)		
Service Failure (Association)	7.1%	(1 out of 14)		
Service Failure (Contractor)	64.3%	(9 out of 14)		

Completion Times

	Stage 1		Stage 2	
Average Completion Time	3.3 days			
Complaints Responded to on Time (Stage 1 – 5 days) (Stage 2 – 20 days)	85.7%	(12 out of 14)		