

Stage One [TSM Definitions Only]	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Stage One complaints received per month	2	3	3	14	11	23	17	20	14
(Number of Stage One complaints received Per 1000 Homes)	0.36	0.54	0.54	2.50	1.96	4.11	3.04	3.57	2.50
Of complaints received in the month, how many remain outstanding?	0	0	0	0	0	0	0	8	12
Of complaints received in the month, how many have been fully responded to?	2	3	3	14	11	23	17	12	2
Of the complaints responded to, how many were within Housing Ombudsman's CHC timescale?	0	0	2	6	7	9	11	9	2
Percentage of Stage One complaints responded to within Housing Ombudsman's CHC timescale	0%	0%	67%	46%	64%	39%	65%	75%	100%
Stage Two [TSM Definitions Only]	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Stage Two complaints received per month	0	3	0	2	2	1	4	3	3
(Number of Stage Two complaints received Per 1000 Homes)	0.00	0.54	0.00	0.36	0.36	0.18	0.72	0.54	0.54
Of complaints received, how many remain outstanding?	--	0	--	0	0	1	2	1	3
Of complaints received, how many have been fully responded to?	--	3	--	2	2	0	2	2	0
Of complaints responded to, how many were within Housing Ombudsman's CHC timescale?	--	0	--	1	0	--	1	1	--
Percentage of Stage Two complaints responded to within Housing Ombudsman's CHC timescale	--	0%	--	50%	0%	--	50%	50%	--