



Summary of Complaints 2019-20
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The number of complaints received and upheld is as follows:

<u>Year</u>	No. Received	% Upheld	No. Received by the Ombudsman	No. Upheld by the Ombudsman
2008/2009	63	56%	0	0
2009/2010^	54	22%	1**	0
2010/2011^	81	48%	0	0
2011/2012^	57	58%	0	0
2012/2013	44	70.5%	0	0
2013/2014	48	75%	0	0
2014/2015	20	70%	0	0
2015/2016	28	64.3%	0	0
2016/2017	18	61.1%	1	0
2018/2019	6	50%	0	0
2019/2020	19	52.6%	0	0

** - These complaints were sent to the Ombudsman without going through our own procedures. In these cases the Ombudsman forwarded the complaints to us to deal with in the first instance.

^ - includes complaints against the services provided by Wrekin Housing Trust on our behalf.

- 58% of the complaints received in 2019/20 were related to Repairs and Maintenance.