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| <b>Summary of Complaints<br/>2020-21</b> |
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The number of complaints received and upheld is as follows:

| <b><u>Year</u></b> | <b>No. Received</b> | <b>% Upheld</b> | <b>No. Received by the Ombudsman</b> | <b>No. Upheld by the Ombudsman</b> |
|--------------------|---------------------|-----------------|--------------------------------------|------------------------------------|
| 2016/2017          | 18                  | 61%             | 1                                    | 0                                  |
| 2017/2018          | 10                  | 60%             | 0                                    | 0                                  |
| 2018/2019          | 6                   | 50%             | 0                                    | 0                                  |
| 2019/2020          | 19                  | 53%             | 0                                    | 0                                  |
| 2020/2021          | 18                  | 33%             | 0                                    | 0                                  |

- 44% of the complaints received in 2020/21 were related to Repairs and Maintenance.