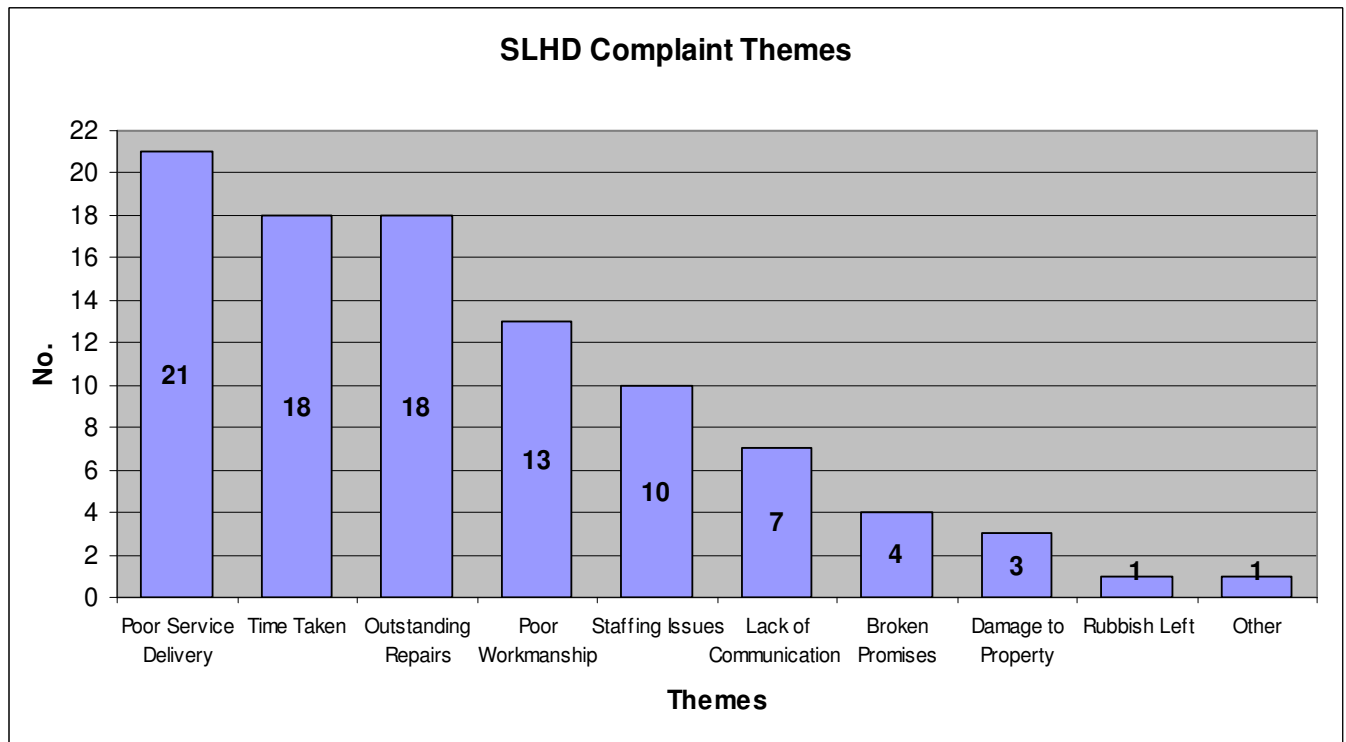


Complaints Received and Themes

In November 2011, St. Leger Homes received 96 complaints, the top 3 complaint themes are:

- Poor Service Delivery
- Time Taken
- Outstanding Repairs



The number of complaint themes may be higher than the number of actual complaints received due to them being relevant to more than one theme. They may also be lower than the actual number of complaints due to complaints that are either anonymous or just difficult to identify which service area they are referring to.

Quarterly information is available to view if required, if you would like to know more about our Complaints Service please e-mail SLHDComplaints@stlegerhomes.co.uk