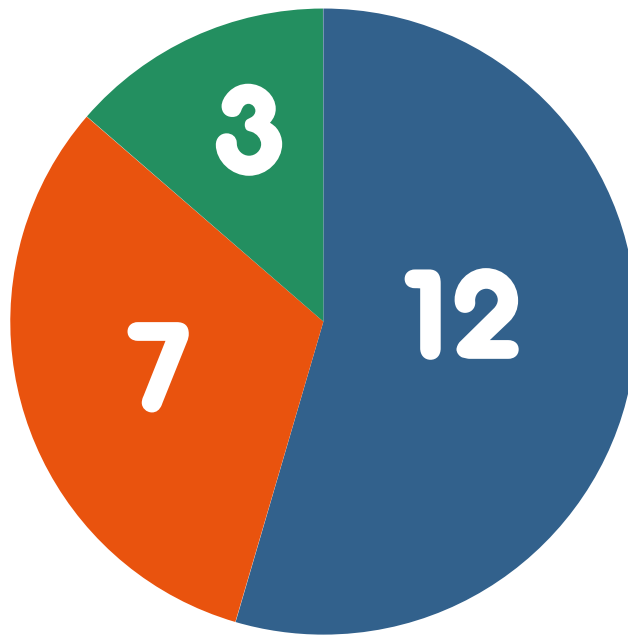


COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Number, Nature, Outcome

22 
COMPLIMENTS



-  Grounds Maintenance
-  Regeneration
-  Housing Management

17 
COMPLAINTS

COMPLAINTS UPHELD

Upheld	9	Upheld: A complaint is considered as 'upheld' when the investigation into the complaint found that BCT made mistakes or provided a poor service to the customer.
Not Upheld	2	Not upheld: A complaint is considered as 'not upheld' when the investigation into the complaint found that BCT acted correctly in providing the service to the customer.
Partially Upheld	6	Partially upheld: A complaint is considered as 'partially upheld' when BCT agrees that the complaint was justified in at least one element of the complaint.

Q4 January – March 2024

BYKER
community trust

Part of the **Karbon** family