

Number of customer service complaints received

- 1. I would like to know how many complaints have been received by the NIHE relating to customer service in the past two years and how many of those have related to the housing advisor [REDACTED]**

The annual reporting on the Housing Executive's formal complaints records the following numbers of complaints received under the category Staff Attitude:

2020/21: 22 First Stage formal complaints and 0 Second Stage Complaints

2021/22: 23 First Stage formal complaints and 7 Second Stage complaints.

Information in relation to complaints against named individuals would not be provided due to being exempt under FOI Act Section 40 (2) – Personal Information of a third party as disclosure would contravene data protection principle (a) in Article 5 of the UK GDPR.