

December 2022

**Request for number of Final Stage complaints 27th
October 2022.**

Can you advise under Freedom of Information how many final stage complaints the central complaints unit is managing between the period 1 September and 27 October 2022?

Between 1st September and 27th October 2022, the Central Complaints Unit was managing 67 Final Stage complaints.

I note that these figures includes both cases received prior to 1st September, which may have remained open or been closed during this period, and cases opened during this period. I also note that the Housing Executive has moved to a two stage complaints process from 1st July 2022, and so these figures are not directly comparable to any previous year's figures.