

Axis Complaints Summary 2014 – 2019

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20 to date
Total Axis Stage 1	215	150	168	111	157	162
Total Axis Stage 2	10	5	2	7	9	8
Number of jobs completed in period	63,139	56,801	51,236	51,304	48,181	38,914
Axis Complaints as % of jobs completed Target is not exceeding 0.4%	0.34%	0.26%	0.33%	0.22%	0.33%	0.41%

Main areas of complaint trends	2018/19	2019/20 to date
Work not completed by our repairs service provider (Axis) and lack of feedback or follow up	79	87
Poor service – unhappy with how repair dealt with	24	15
Heating – delay due to awaiting parts or multiple visits to resolve problem	15	21
Repair or service request not complaint	15	10