

## How are we performing? January - March 2026

Stage 1:

592



complaints handled  
in **5.14** days on  
average.

Stage 2

64

complaints handled  
in **12** days on average.

88.94%

of all complaints resolved in  
timescale for stage 1, and 64.83%  
for stage 2 with the overall  
satisfaction score of 56.56%.

### Learning from our complaints

We want to ensure we're responding to complaints effectively and fairly to create a positive complaint handling culture. To do this we're actively learning from customer feedback – here's some examples of this learning from the last few months:

#### Feedback

You said that we could improve our record keeping within our systems.

Additionally, you also raised repeated concerns about pigeon guards installed on solar panels.

#### Action

We're continuing to remind colleagues to record all conversations they have with our customers.

Dedicated funding has been approved to review all 250 affected properties.

#### Result

We've ensured timely and relevant conversations are recorded in one central place.

High-priority pigeon guard cases are being addressed first, with full assessments for every household to ensure fair, consistent solutions and the right outcomes for residents.

### You said, we did

#### You said:

Complaints data didn't always  
reflect the full customer journey or  
show how different service areas  
linked together.



#### We did:

We've introduced an updated  
complaints process that records  
multiple service areas to identify  
learning opportunities, target  
improvements, and deliver better  
outcomes for our customers.

