

How are we performing? April - June 2026

Stage 1:

604



complaints handled
in **4.82** days on
average.

Stage 2

82

complaints handled
in **9** days on average.

99.91%

of all complaints resolved in
timescale for stage 1, and 100%
for stage 2 with the overall
satisfaction score of 79.33%.

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 there were ongoing issues with shower room installations within a new-build bungalow development. You told us about the impact these defects were having, helping us better understand the scale of the problem.

Action

We established a coordinated approach with the contractor to investigate the issues and prioritise affected customers. Temporary solutions were provided where required while permanent repair work was planned and progressed.

Result

Affected residents received support while longer-term solutions were put in place.

You said, we did

You said:

Our complaint acknowledgement emails didn't always reflect the impact of the issues raised or clearly explain the steps we would take to resolve them.



We did:

We've updated our complaint acknowledgement emails to better explain concerns raised, next steps, and how we'll resolve them.

