

## How are we performing?

April - June 2025



Stage 1:

**600**

complaints handled in  
**5** days on average

Stage 2:

**91**

complaints handled  
in **10.41** days on  
average

**95.7%**

of all complaints have been handled  
in timescale, with a satisfaction  
score of 55%



## Learning from our complaints

We want to ensure we are responding to complaints effectively and fairly to create a positive complaint handling culture. To do this we will learn from customer feedback – here's an example of this learning from the last few months:

### Feedback

We want to be able to track recommendations and actions further.

### Action

We have created a new system to track these easier.

### Result

We can use the information to improve our services and provide you with the best experience possible.

## You said, we did

### You said:

Our third party process could be clearer.



### We did:

We are currently reviewing our third party process to make it easier for customers.

