

## How are we performing? October - December 2025

Stage 1:

**598**



complaints handled in  
**5.01** days on average

Stage 2:

**70**

complaints handled  
in **10.41** days on average

**56.7%**

of all complaints resolved in timescale for stage 1, and 100% for stage 2 with the overall satisfaction score of 57.1%.

### 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 an example of this learning from the last few months:

#### Feedback

You said that we could improve our record keeping within our systems, and ensure consistency in updating this when we speak to our customers to capture all relevant information.

#### Action

We're continuing to promote and monitor our internal campaign reminding colleagues of the importance to record all conversations they have with our customers within our system. Other actions are still being developed as part of our ongoing improvement.

#### Result

We've ensured timely and relevant conversations are recorded in one central place to help support the customer recovery team (who deal with complaints) in having information that will help them when working through complaints investigations.

### You said, we did

#### You said:

Some complaints are being raised more than once and that learning from complaints isn't always leading to change.



#### We did:

We've developed a new internal system to capture learning and feedback from all complaints to identify recurring issues, implement solutions and drive service improvements.

