

How are we performing?

January - March 2023



Stage 1:
237
complaints handled in
4.53 days on average

Stage 2:
14
complaints handled
in 5.66 days on average

94%

of all complaints have been
handled in timescale, with a
satisfaction score of 88%.



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

You said that you wanted shorter wait times when calling our Touchpoint call centre.

Action

We are recruiting more Touchpoint advisors who will be happy to help with your questions. We've introduced a call back function when you call us, too.

Result

These changes will help to free up your time. Our Touchpoint advisors can call you back, meaning you don't have to wait in a call queue.

You said, we listened

You said....

You were waiting
too long for a repairs
appointment.



So...

We have taken on a new
contractor. They are
helping us to deliver
our repairs appointments.
Since we've started working with
them, we've seen an improvement in
satisfaction, and we will keep working
hard to improve further.



*From April 2021, all claims are now processed as complaints which has resulted in an increase in the number of cases received.