

How are we performing?

January - March 2025



Stage 1:

700

complaints handled in
4.96 days on average

Stage 2:

113

complaints handled
in **10.24** days on
average

98%

of all complaints have been handled
in timescale, with a satisfaction
score of 48.6%



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 have received an increased number of stage 2 complaints throughout the year.

Action

All heads of service and service directors review stage 2 complaints before being closed.

Result

Communication is clearer between teams and all are involved in closure of case.

You said, we did

You said:

You wanted to be able to use our Touchpoint even if you are in an area that makes it hard to reach one of our stores.



We did:

We have brought our mobile Touchpoint van out to those areas with more visits planned.

