

### How are we performing?

October - December 2023



Stage 1:

**444**

complaints handled in  
**5.04** days on average

Stage 2:

**43**

complaints handled  
in **9.60** days on average

**90%**

of all complaints resolved in  
timescale for stage 1, and 82%  
for stage 2



### 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

In the last quarter our complaints increased by over a third.

#### Action

We have identified the need to place additional resource into the team to help ensure complaints are responded to within our timescales and that a quality service is maintained.

#### Result

We have recruited an additional Customer Recovery Co-ordinator to support the team in dealing with formal complaints.

### You said, we did

#### You said:

You told us that you wanted more opportunities to work with us to provide your thoughts and feedback on how we shape our services.



#### We did:

We have created new focus groups to work with our communities to make sure we get a wide and varied customer perspective. The first group is aimed at capturing the views of our 18–24-year-old customers.

