

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.

