

How are we performing?

July - September 2023



Stage 1:

326

complaints handled in
4.6 days on average

Stage 2:

24

complaints handled
in 9.27 days on average

98%

of all complaints resolved in timescale for stage 1, and 100% for stage 2 with the overall satisfaction score of 85%.



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 would like to hear more from us during the complaints process.

Action

We have reviewed our process for contacting customers during a complaint and agree we could make more contact during our investigation. We have implemented a mid-point phone call to give you an update on the progress of your complaint.

Result

Customers are kept well informed throughout the time of the investigation.

You said, we did

You said:

You said the complaints information on the website was hard to find and difficult to understand.



You said:

You want your feedback listened to and learned from.



We did:

We reviewed our complaints page with some of our involved customers. Taking their suggestions on board, we added a drop-down menu for each section header on the homepage to make the complaints section easier to find.

The instructions on how to make a complaint on the website are now easier to find and follow.



We did:

We created an internal campaign to encourage colleagues from across the business to capture your feedback in one central space, as a result over 2085 pieces of feedback have been captured since April 2023.

Plus, our external contractors now leave a calling card when carrying out work to let you know when they have attended an appointment.

