

### How are we performing?

October - December 2022



Stage 1:

**237**

complaints handled in  
**8.29** days on average

Stage 2:

**9**

complaints handled  
in **4.41** 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 when you call our service centre you wanted the message to be clear and easy to understand. You wanted to save time too.

#### Action

We looked into our message on the phone lines to see how we could improve them for you.

#### Result

We've got a new message on our phone line which makes it easier to know which option to press. While you wait we let you know important information, which may save you time. There's an option for a call back too.

## You said, we listened

### You said....

Local councillors told us they had trouble speaking on a customers behalf as they couldn't confirm permission if the customer wasn't there.



### So...

We have introduced a password that councillors can use at the beginning of a call which allows us to chat to them on the customers behalf. This means we can provide quicker answers to our customers and local councillors.

