

How are we performing? July - September 2025

Stage 1:

528



complaints handled in
5.01 days on average

Stage 2:

70

complaints handled
in 9.15 days on average

99.2%

of all complaints resolved in
timescale for stage 1, and 100%
for stage 2 with the overall
satisfaction score of 57.1%.

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 we could improve our record keeping within our systems, and ensure consistency in updating this when we speak to our customers to capture all relevant information.

Action

We have relaunched our internal campaign reminding colleagues of the importance to record all conversations they have with our customers within our system. We're monitoring this to make sure it's happening consistently following additional training that has been carried out with all colleagues.

Result

We've ensured timely and relevant conversations are recorded in one central place to help support the customer recovery team (who deal with complaints) in having information that will help them when working through complaints investigations.

You said, we did

You said:

Wait times for fencing renewals is excessive following storms over the last 18 months.



We did:

We added more budget to try to reduce timescales for customers who are unhappy with the wait times for fencing renewal appointments.

