

How are we performing?

July - September 2024



Stage 1:

543

complaints handled in
4.89 days on average

Stage 2:

53

complaints handled in
8.94 days on average

98%

of all complaints have been handled
in timescale, with a satisfaction
score of 89.57%



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

We have received a number of complaints where contractors had not maintained regular contact with us or customers.

Action

Our contractors now work closer with us and our customers and ensure all parties are contacted at every stage of work that is carried out.

Result

A reduction in complaints about contractor communication.

You said, we did

You said:

The time to wait for a repair to be carried out was too long.



We did:

We've expanded our repairs team to help with customer demand and build on the responsiveness of the service that we provide for our customers.

