

How are we performing?

October - December 2024



Stage 1:

566

complaints handled in
4.77 days on average

Stage 2:

67

complaints handled in
9.85 days on average

98%

of all complaints have been handled
in timescale, with a satisfaction
score of 58.3%



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 more complaints around the home ownership process.

Action

We have refocussed how we deal with enquiries about this.

Result

We have seen a reduction in complaints around the process.

You said, we did

You said:

Our trade operatives don't always wear protective shoe covers when entering your home.



We did:

We've reinforced the importance of our trade operatives wearing shoe covers before entering your home.

