

# Our complaints performance:

For year  
2021-22

## Number of complaints made

98

01/04/21 - 01/06/21

## Average days taken to resolve complaint



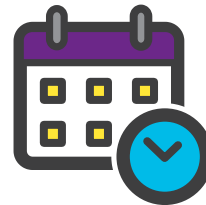
8

## Rapid resolutions



48

## Complaints to date



53



70%  
from the  
year 2019

## Spotlight on: Complaints decreasing



Since introducing the team we have been able to reduce our complaints significantly. In the year 2019 we had 130 complaints made in the months of March and April whereas in 2021 there have only been 53 complaints in this time frame.

This shows there has been improvements to our services and that having the new Customer Resolution Team in place we are meeting customer needs. Our focus

for the next few months will be on analysing our complaints and looking at lessons learnt and any patterns that may be emerging so that we can further improve our service areas.

Please note, complaints were at their lowest in the year of 2020 due to the Covid 19 pandemic and this would not give an accurate comparison of the data to reflect our true performance.

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