

2024-2025 Annual Complaints Report

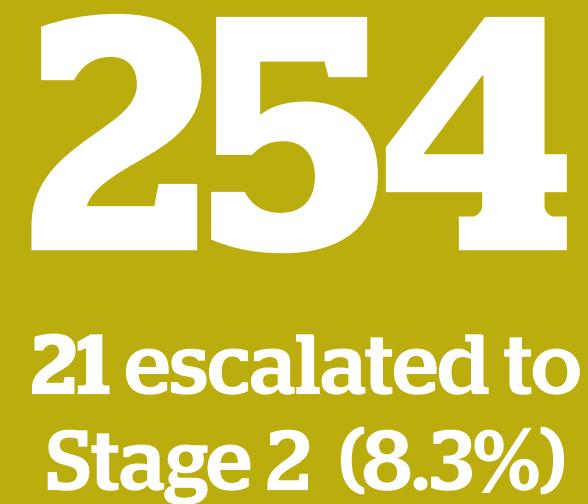
Complaints received 2024 -2025



Stage 1 reason

Cause	Total
Service not delivered	87
Dissatisfaction with policy or decision	87
Poor quality service	46
Dissatisfaction with customer service	25
Delay in providing service	7
Signposted to another organisation	9
Incorrect information given	4

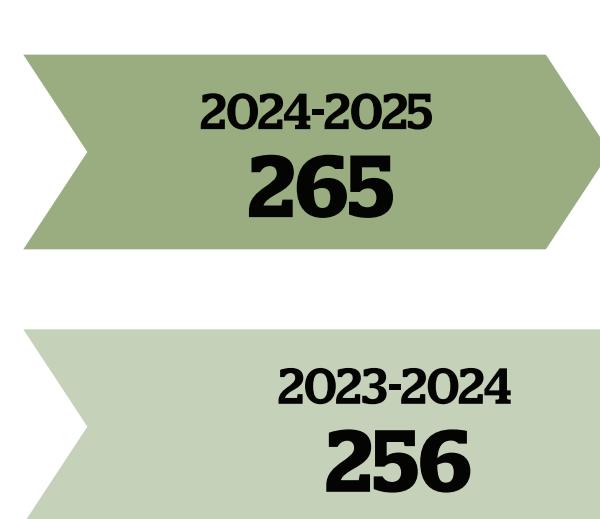
Comparison with 2023-2024



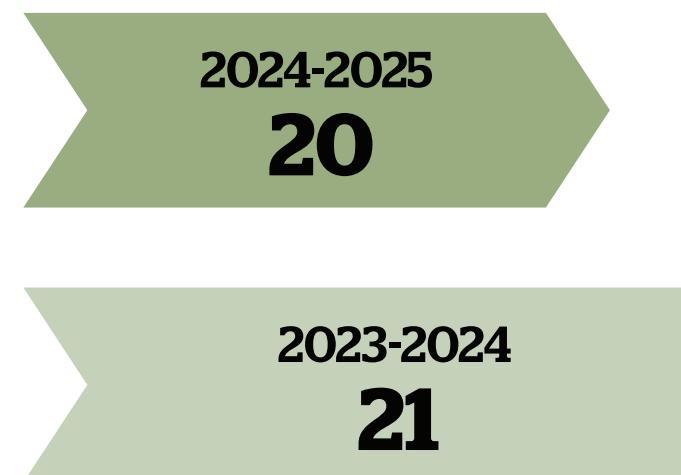
Stage 2 reason

Cause	Total
Dissatisfaction with policy or decision	10
Service not delivered	4
Dissatisfaction with customer service	3
Poor quality service	2
Dissatisfaction with customer service	1

Stage 1 responded on time in accordance with policy



Stage 2 complaints comparison with 2023-2024



Stage 1 comparison chart

	Stage 1 responded on time in accordance with policy	Upheld	Compensation complaints	Compensation paid	Complaints with policy changes	Average response time (days)
2024-2025	211 (79.6%)	70 (26.4%)	2 (0.8%)	£395	1	14.4
2023-2024	175 (69%)	77 (30.3%)	2 (0.8%)	£56	0	11.2

Stage 2 comparison chart

	Stage 2 responded to in time (10 working days)	Upheld
2024/2025	12 (55%)	3 (15%)
2023/2024	8 (66.7%)	4 (33.3%)

Ombudsman Complaints

	Received	Not investigated	Assessed & closed	Investigated	Upheld
2024-2025	20	9	7	4	4

Breach reasons

Investigation officer not responded in time due to workload pressures	24
Investigation dealt within deadline but closed in the complaints management system after deadline	10
Delay establishing responsible service officer to reply to the complaint	3
I.T problems caused delay	2
Investigation officer unavailable once complaint has been triaged or received causing delay to investigation	1
Investigation officer not responded in time due to workload pressures & Delay establishing responsible investigation officer to reply to the complaint	1