

# Complaints Summary Quarter 3 - October to December 2025

Service requests received		Service requests handling satisfaction (%)		Number of compliments received		Learning from complaints	
97		83	Service requests satisfaction Listening and understanding, ease of reporting 94% ↑ Kept informed 72% ↑	766		30	Number of Service Improvements 21
22	Stage 1 complaints received	100	Stage 1 upheld (%) 78	Overall complaints handling satisfaction (%) 38	Top 3 reasons for complaints	27% 19% 15% 19%	
5	Stage 2 complaints received	100	Stage 2 upheld (%) 100	Complaints satisfaction Listening and understanding, ease of reporting, time taken 50% ↓ Easy to deal with, best interests 25% ↓	Top 3 service areas complained about	44% 16% 14% 16%	