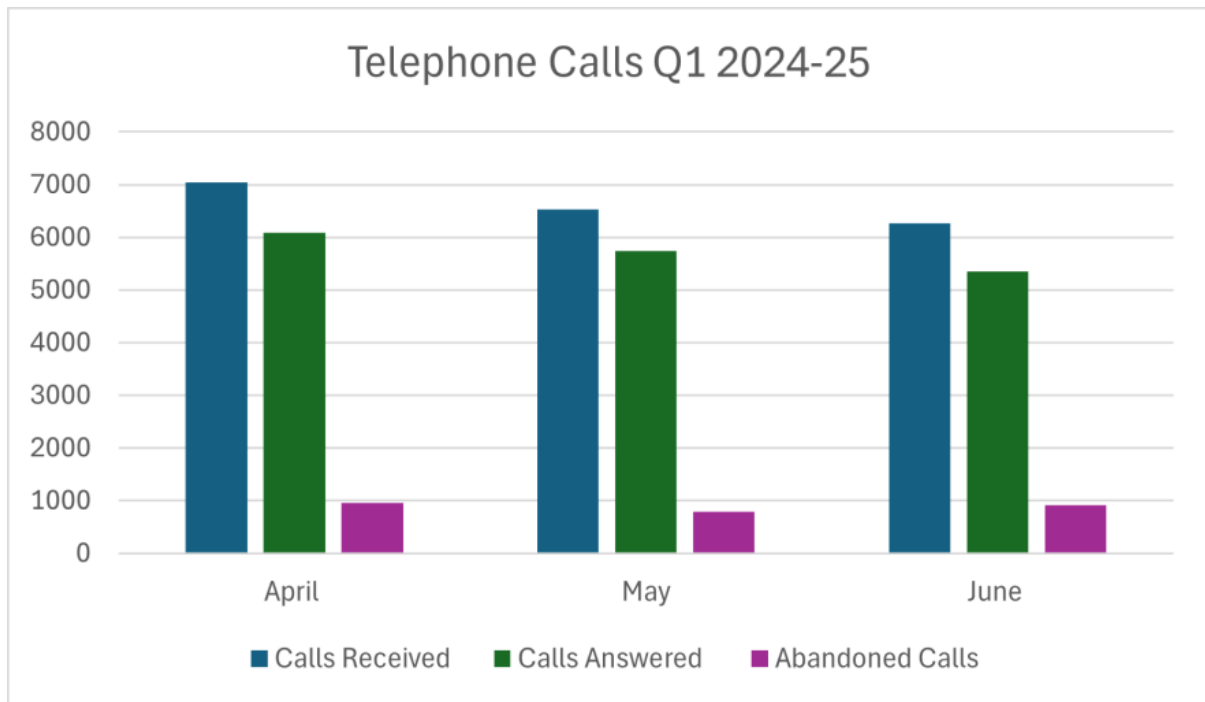
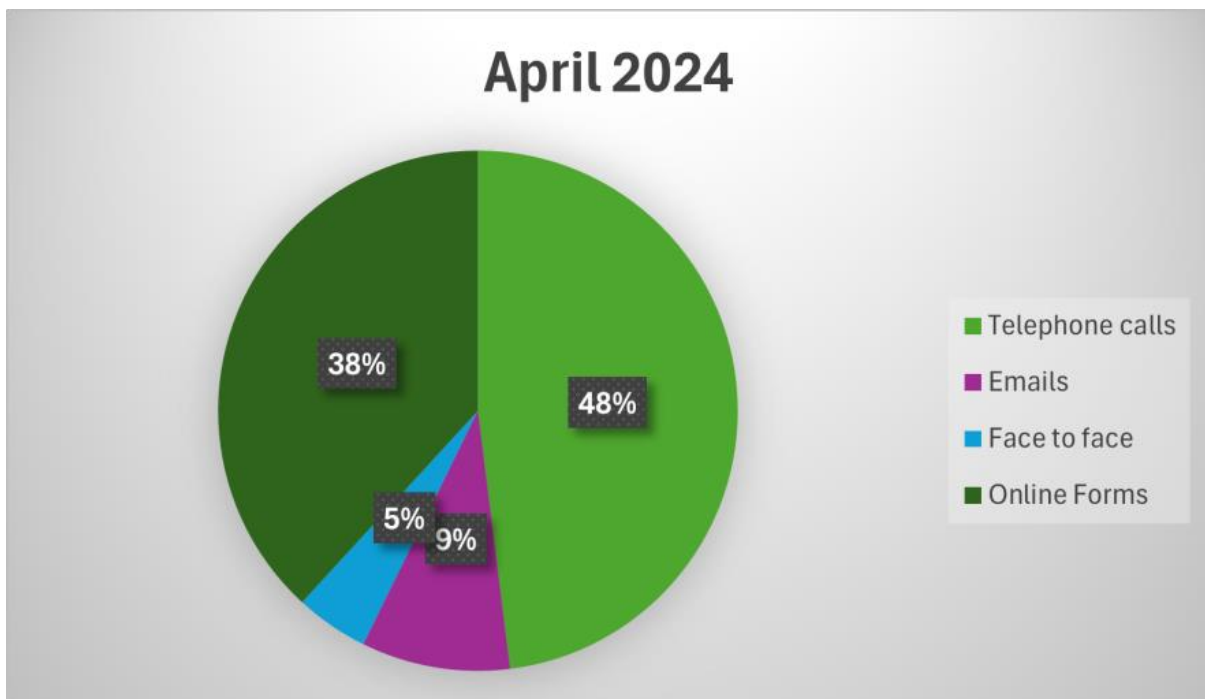


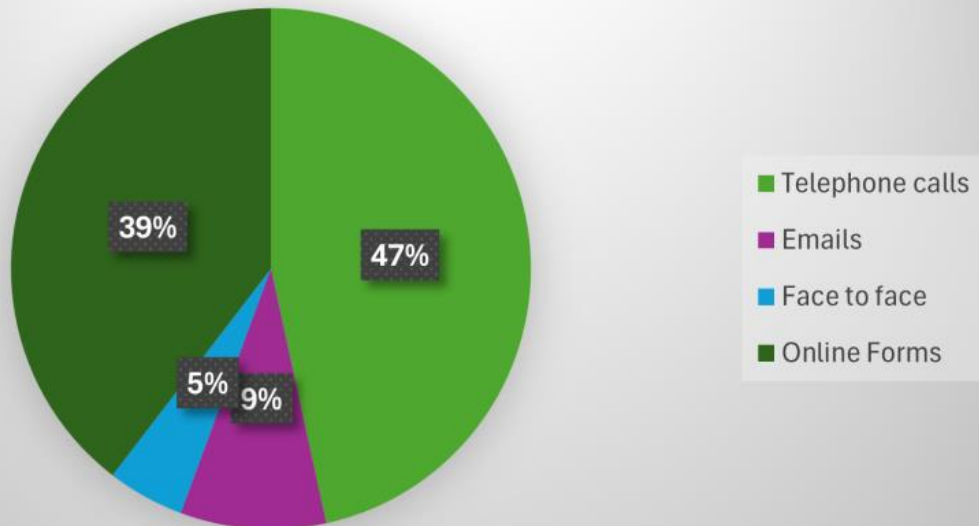
## Customer Service statistics for Quarter One 2024/25



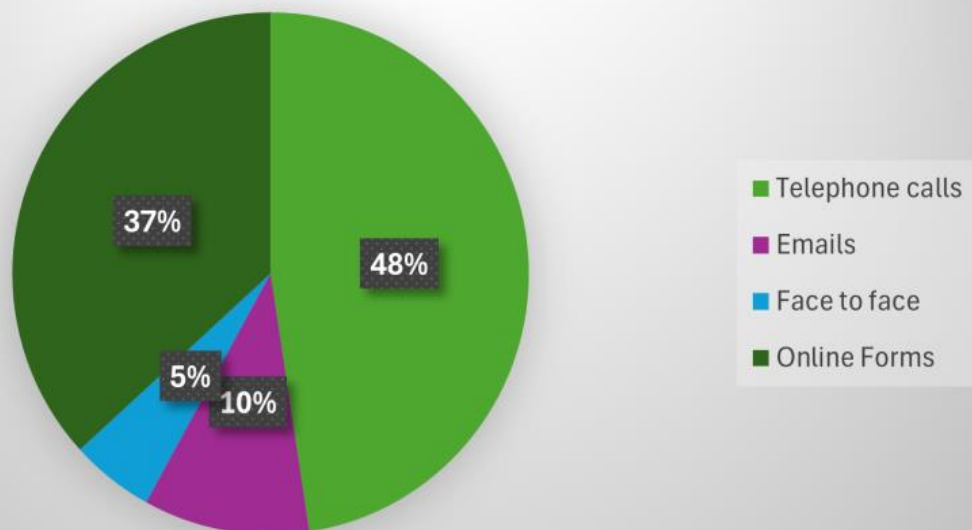
## Type of enquiries we received:



## May 2024



## June 2024



### Customer Satisfaction Surveys

It is important to us that we provide you with the level of service you expect and take action to improve when you tell us we don't meet those expectations.

This feedback, which we get from customer satisfaction surveys, helps us to understand where changes need to be made, and to ensure that we provide you with the best possible service.

## Contact Centre Customer Satisfaction Survey

Customers using our Contact Centre are already asked to score our performance. Here are our most recent scores.

Month	Quality of Service
April	95%
May	93%
June	93%

## What complaints have we received?

Complaints we received Quarter One 2024/25:

**107  
complaints  
received**

107 complaints were received. (77 stage 1 and 30 stage 2)



38\* complaints were upheld in quarter 1. (\*=19 complaints still awaiting response, so no determination known at the time of reporting)



17\* complaints were partially upheld in quarter 1. (\*=19 complaints still awaiting response, so no determination known at the time of reporting)



76% of complaints were responded to within timescales.



79 compliments were received



196 requests for services came via the feedback service



9 complaints have been received from Local Government and Housing Ombudsman. (8 HOS and 1 LGSCO)



Increase in the number of complaints about services being provided incorrectly during quarter 1