

CUSTOMER CARE COMPLAINTS AND COMPLIMENTS BREAKDOWN FOR 2025/2026

1230

Total Cases

1007

Total Complaints

985

Stage 1 Complaints

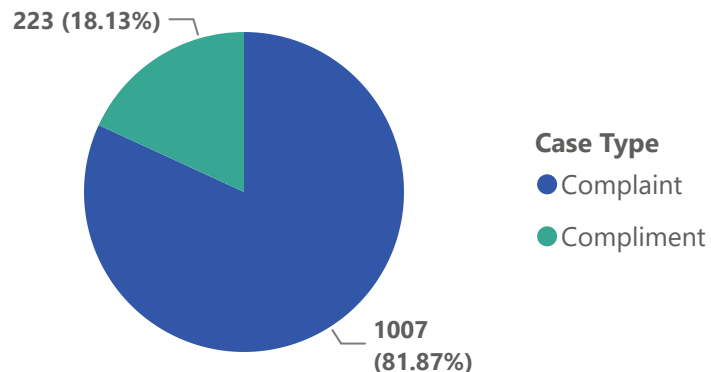
22

Stage 2 Complaints

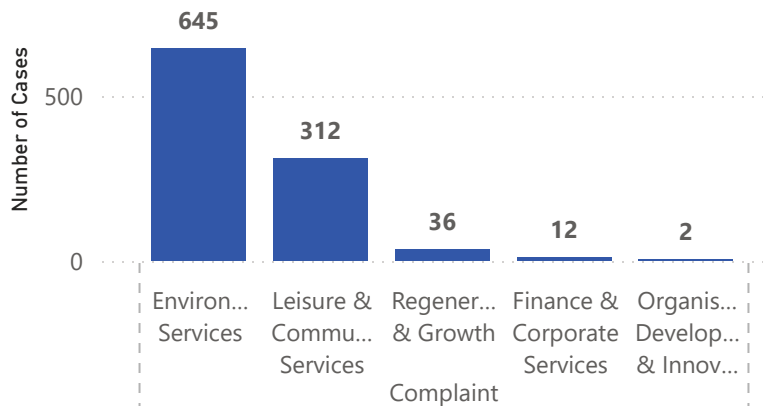
223

Total Compliments

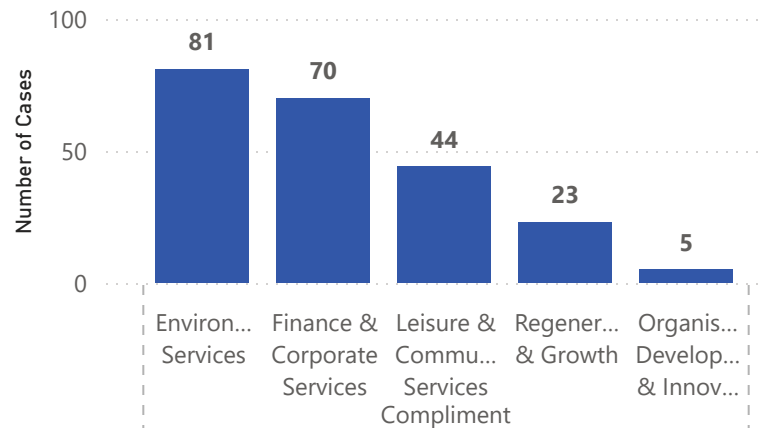
Case Type Distribution



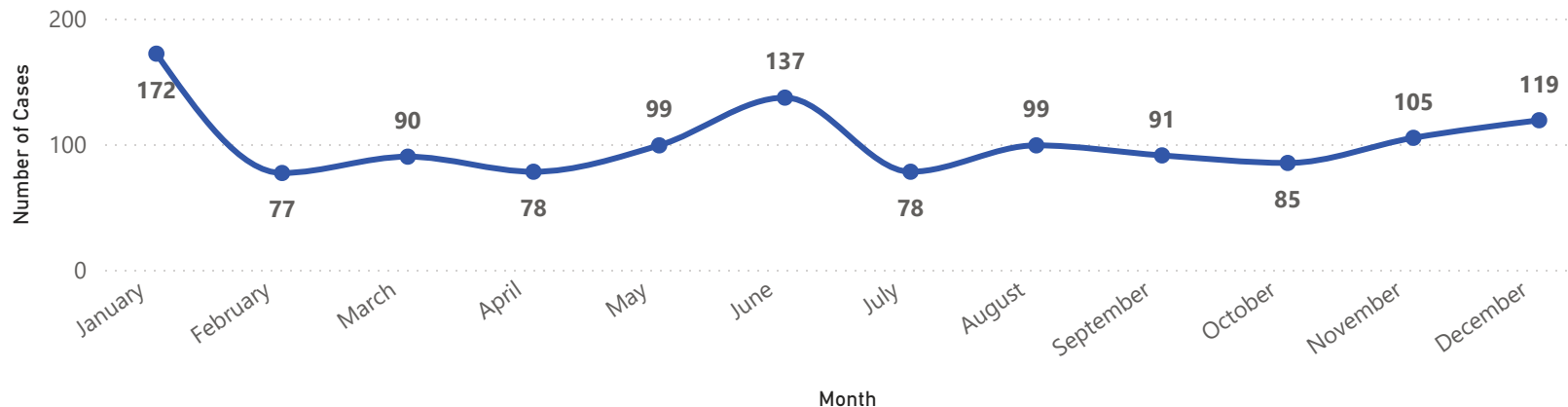
Complaint Case Types by Department



Compliment Case Types by Department



Cases Submitted Over Time



17

Extended Cases

65

Late Cases

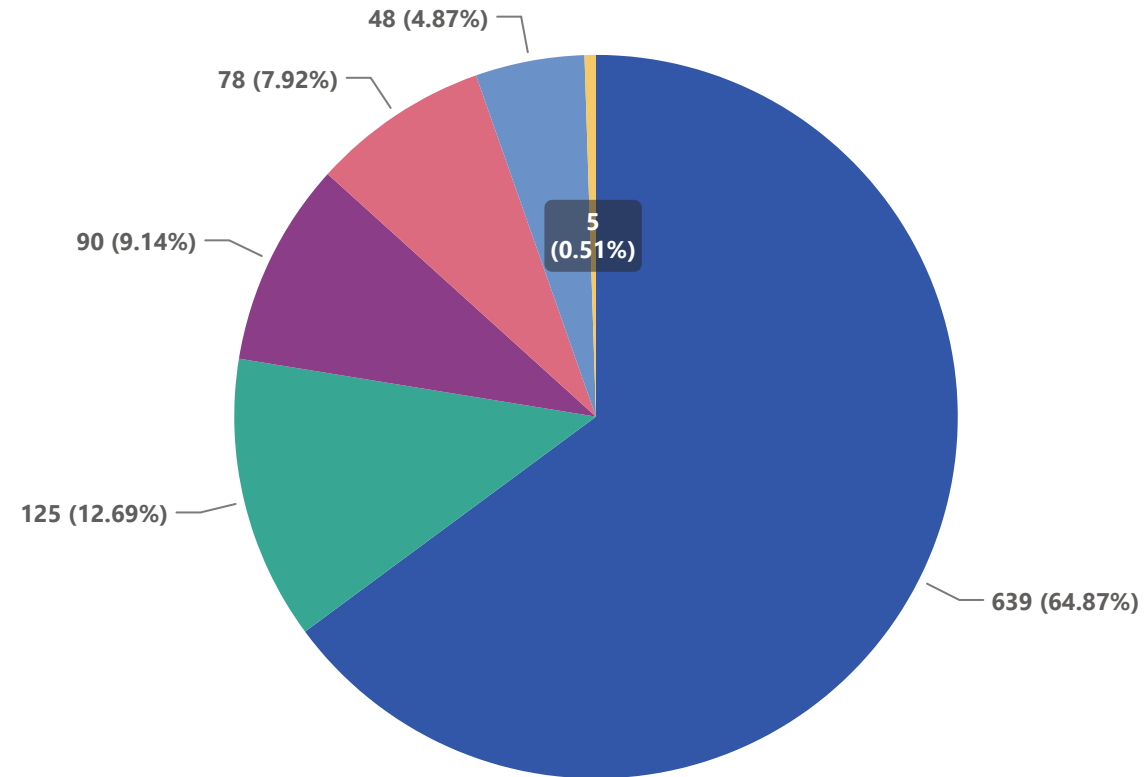
CUSTOMER CARE STAGE 1 COMPLAINT OUTCOMES FOR 2025/2026

985

Total Cases

Complaint Outcomes

Response Outcome ● Resolved ● Complaint not upheld ● Complaint upheld in full ● Complaint upheld in part ● Redacted Outcome ● Withdrawn



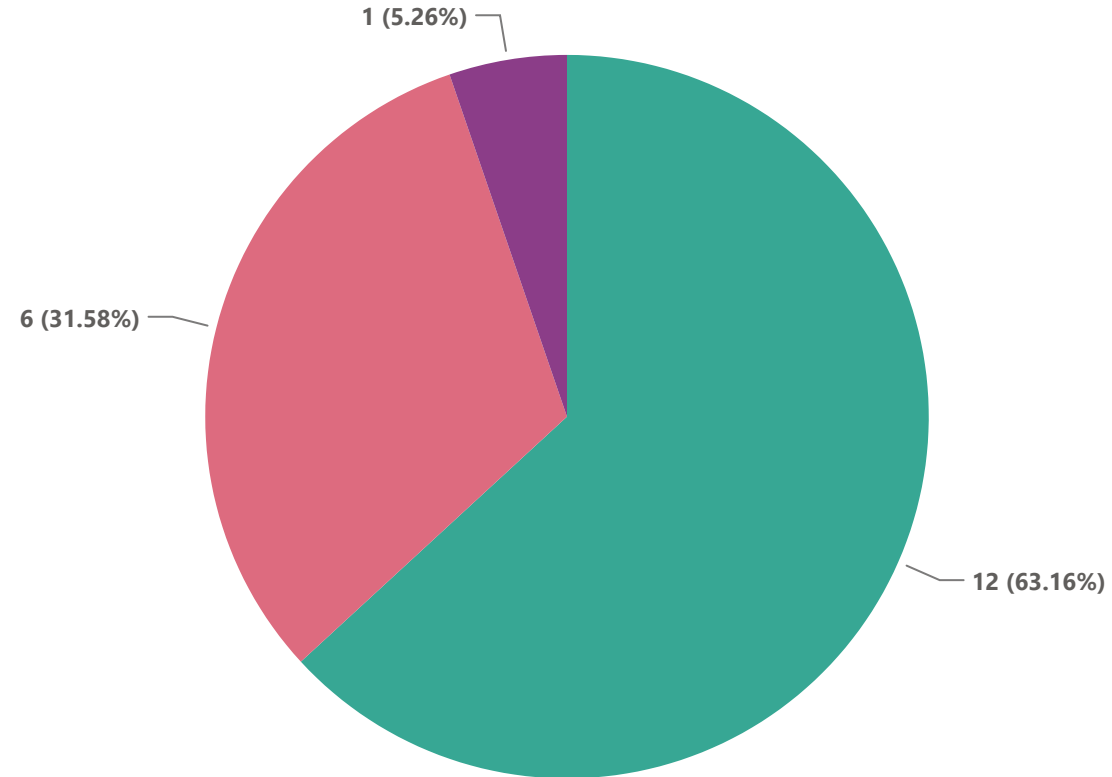
CUSTOMER CARE STAGE 2 COMPLAINT OUTCOMES FOR 2025/2026

19

Total Cases

Complaint Outcomes

Response Outcome ● Complaint not upheld ● Complaint upheld in part ● Complaint upheld in full



CUSTOMER CARE STAGE 1 & 2 FULLY UPHELD COMPLAINT OUTCOMES FOR 2025/2026

Complaint Outcomes Upheld in Full by Classification Type

