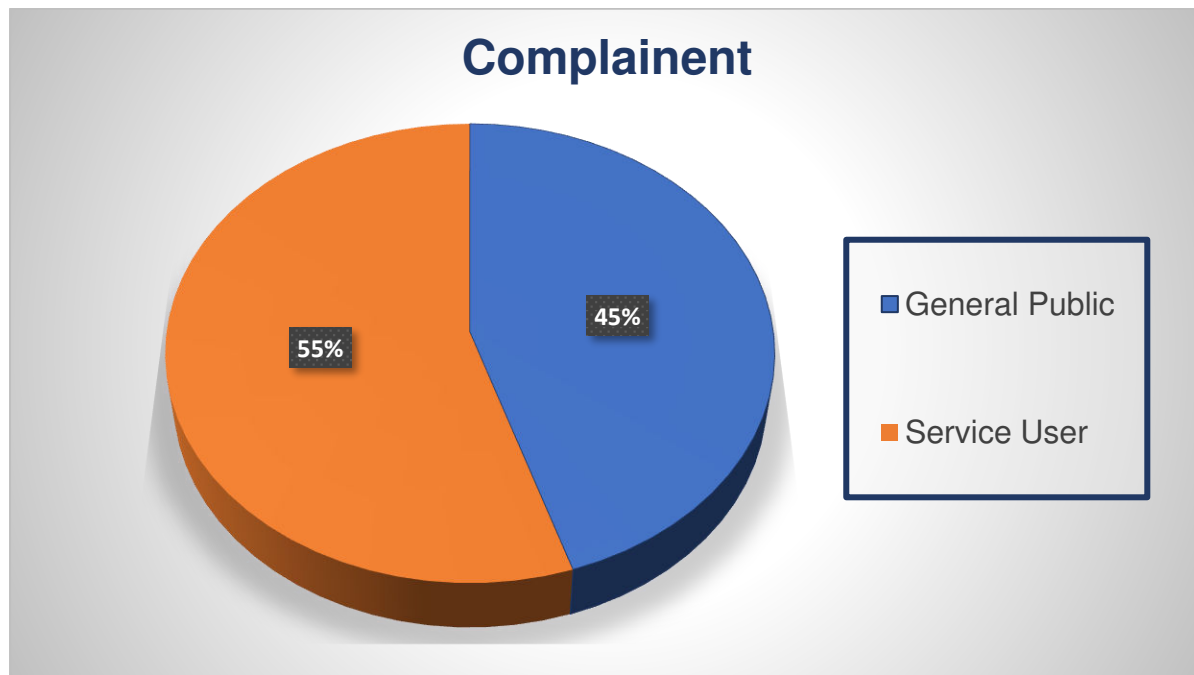


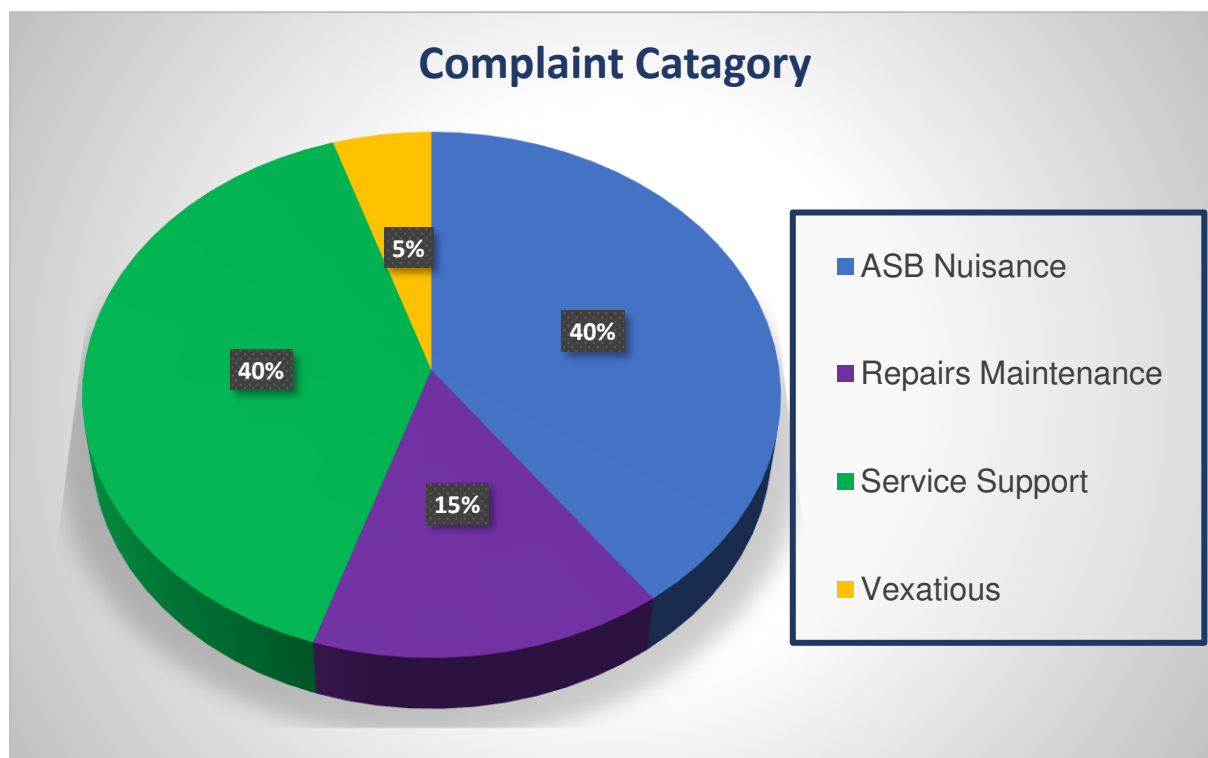
Complaints For Period 31st March 2024 – 01st April 2025

The total complaints for this period were 20, all of which were stage 1 complaints.

Complainant



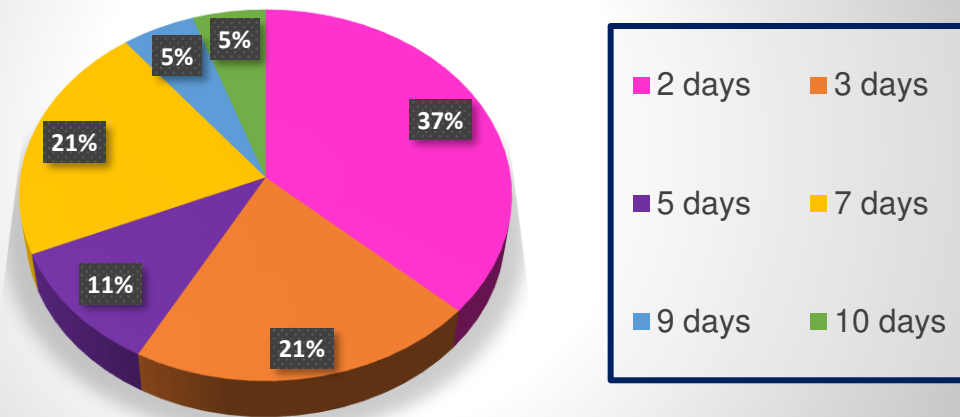
Complaint Category (percentage)



Complaints For Period 31st March 2024 – 01st April 2025 (cont.)

- One hundred percent of responses (C1) were issued to compliments within policy timescale of 5 days.
- One hundred percent of outcomes (C2) were received by complainants within policy timescale of 10 days.
- The average time for the complainant to receive a full response (C2), was 4.2 working days.

Number of Working Days for Full Response To Be Received by Complainant



Outcome results

Outcome Results

