Governing Body Response to the Annual Complaint and Service Improvement Report

It is reassuring to see that we have been able to demonstrate compliance in all areas and that we have implemented key elements within the process to ensure there is a focus on learning from complaints to improve services for our customers.

Whilst we recognise that overall performance is strong, we note that complaint response times did not consistently meet target timeframes during year. Although performance remained high, there is an expectation that our customers receive timely responses, and meeting expected response times is an important part of delivering a positive customer experience.

Customer satisfaction with complaints handling for the year was 44.8%. We note that this increased from 42.8% in 2024-25 and remains a clear focus for the team.

We are pleased with the introduction of the Learning Portal and can see that 123 unique learns were identified, actioned and tracked in the latest report. The next step is to share this learning more widely with customers, starting with the Customer Voices Panel in the Autumn.

Overall, we are satisfied that the self-assessment presents a fair reflection of our current position. We are encouraged by both the team's commitment to continuous improvement and the actions being taken to strengthen complaint handling and organisational learning over the coming year.

August 2026

This response was prepared by Charlotte Green, Member Responsible for Complaints (MRC). It was approved by the Board at their meeting on 11th August 2026.

In addition to the annual complaints review presented to Board, regular assurance is provided to the Board via the Customer Experience Committee (a sub-committee of the Board) who receive and review a regular quarterly complaints performance report.

The MRC receives a monthly complaint report focussing on performance, key themes and learning identified. They have full access to colleagues responsible for complaints and regular quarterly meetings are held between the MRC and colleagues responsible for complaints.

Added October 2026