

Annual Complaints Information for the year April 2021 to March 2022

Complaint Type	Number	% upheld	% partially upheld	% not upheld	% responded to within timescale	% responded to in timeframe/extension as agreed with customer	Average time in working days to resolve
Total stage 1 complaints received in reporting year	1956	43%	35%	22%	74%	91%	10.66
Total stage 2 complaints received in reporting year	277	40%	34%	26%	63%	85%	34.34