Graph one – Stage one complaints**[A bar chart with columns for the stage one complaint volumes and the numbers responded to within complaint handling timescales for 2024-2025, by month.

Overlaid is a line graph with the average time to respond to stage one complaints throughout 2024-2025. Complaints were responded outside of timescales in April (1), September (1), October (2), November (3), December (3), March (1).

The average time to respond line has peaks and troughs throughout the year, with the overall general trend being the average time reducing towards the end of the financial year.](https://app.powerbi.com/MobileRedirect.html?action=OpenReport&groupObjectId=28e7a3c9-3d56-475c-800b-4054985cf83d&reportObjectId=4b8e38c5-84e4-43e7-9693-d22660411971&ctid=c6606c0c-7b13-42f1-b29f-6a42c066ed19&reportPage=ReportSection&pbi_source=copyvisualimage)**

Shown below is a bar chart of the stage one complaints received during 2024 to 2025 by month (blue bar), number responded (orange bar) to in time and the average time taken to respond shown with an orange dotted line.