Graph 2 – Stage 2 complaints

**[A bar chart with columns for the stage two 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 two complaints throughout 2024-2025. Complaints were responded outside of timescales in April (2), December (1).

The average time to respond line has reduces towards the middle of the year, then increases 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 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.