# 2.4 Breakdown by stage of complaint

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2024 to 2025 | April | May | June | July | August | September | October | November | December | January | February | March | Total |
| Number of complaints | 9 | 5 | 7 | 6 | 7 | 9 | 7 | 14 | 6 | 9 | 8 | 8 | 95 |
| Number responded within timescales  (including permitted extension within complaint handling code) | 8 | 5 | 7 | 6 | 7 | 8 | 5 | 11 | 3 | 7 | 8 | 7 | 82 |
| Number of service requests | 5 | 2 | 1 | 2 | 2 | 4 | 5 | 1 | 3 | 2 | 5 | 5 | 37 |
| Number of days | 104 | 73 | 70 | 86 | 79 | 87 | 113 | 204 | 98 | 107 | 64 | 92 | 1177 |
| Average time to respond  (working days) | 11.6 | 14.6 | 10.0 | 14.3 | 11.3 | 9.7 | 16.1 | 14.6 | 16.3 | 11.9 | 8.0 | 11.5 | 12.4 |