

Appendix 5: Annual Complaints and Service Improvement Report Board Response

As a Board, we are dedicated to delivering a high-quality service to all our customers. We have responded positively to the requirements of the 2024 Complaint Handling Code and new consumer regulation.

We have seen a growing demand for our complaints service, and in response, team capacity has been increased and more in-depth training has been delivered across the organisation. This helps to make sure that a prompt and reliable response can be given to our customers to help resolve their issue.

We know there will be times when we don't meet the standards we set. That's why having a complaints process that is fair, straightforward, and accessible is essential—ensuring customers feel confident in raising concerns and trusting us to resolve them effectively.

This report demonstrates our commitment to handling complaints seriously. We respond promptly and use the insights gained to drive learning and service improvements.

We also value customer feedback on the complaints process itself. We are happy that the steps we have taken this year to raise awareness and increase accessibility have been successful and have driven service improvements.