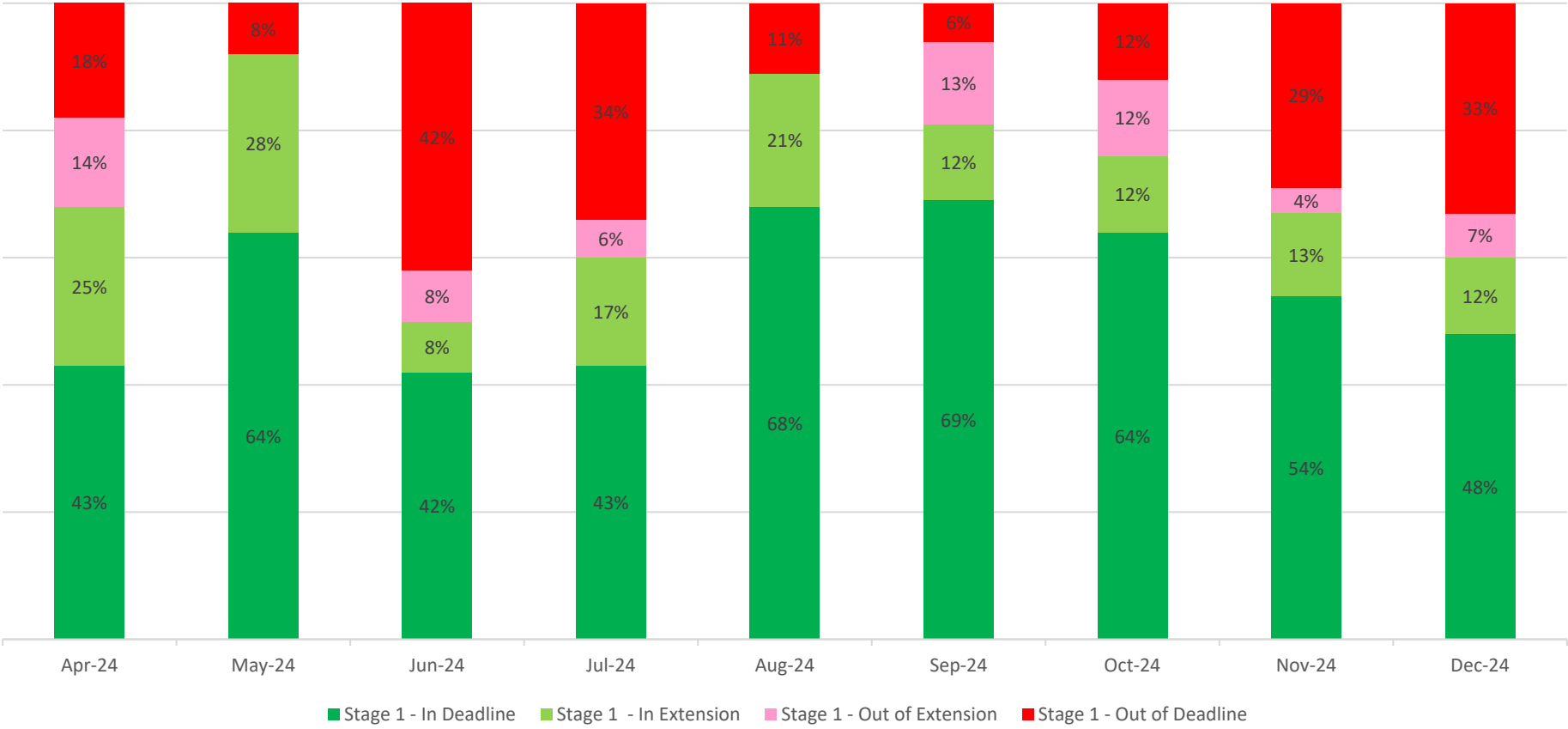
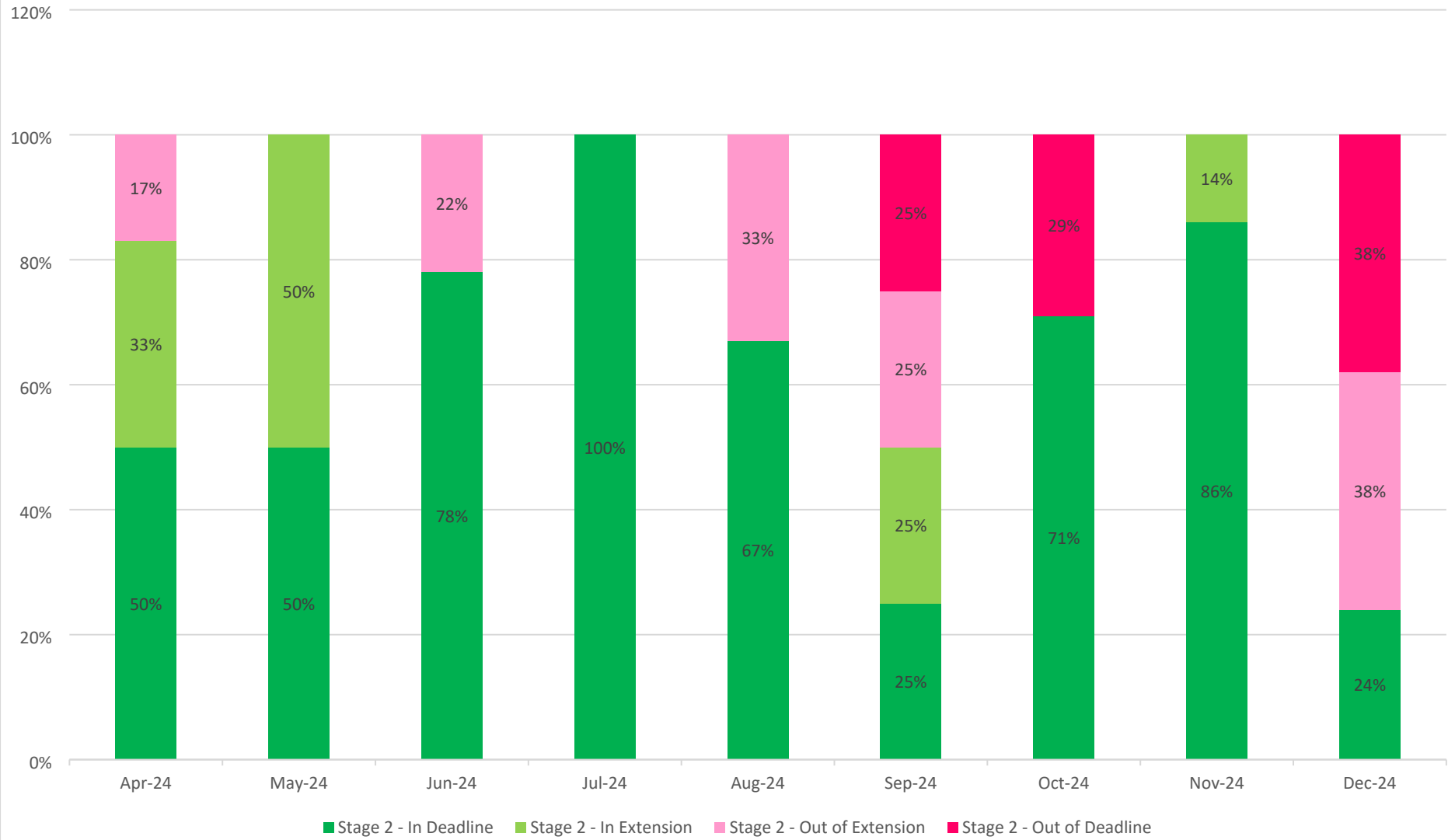


Overall, as a service, compared to this time in the 23/24 financial year, we have seen a 22.36% decrease in complaints (331/257).

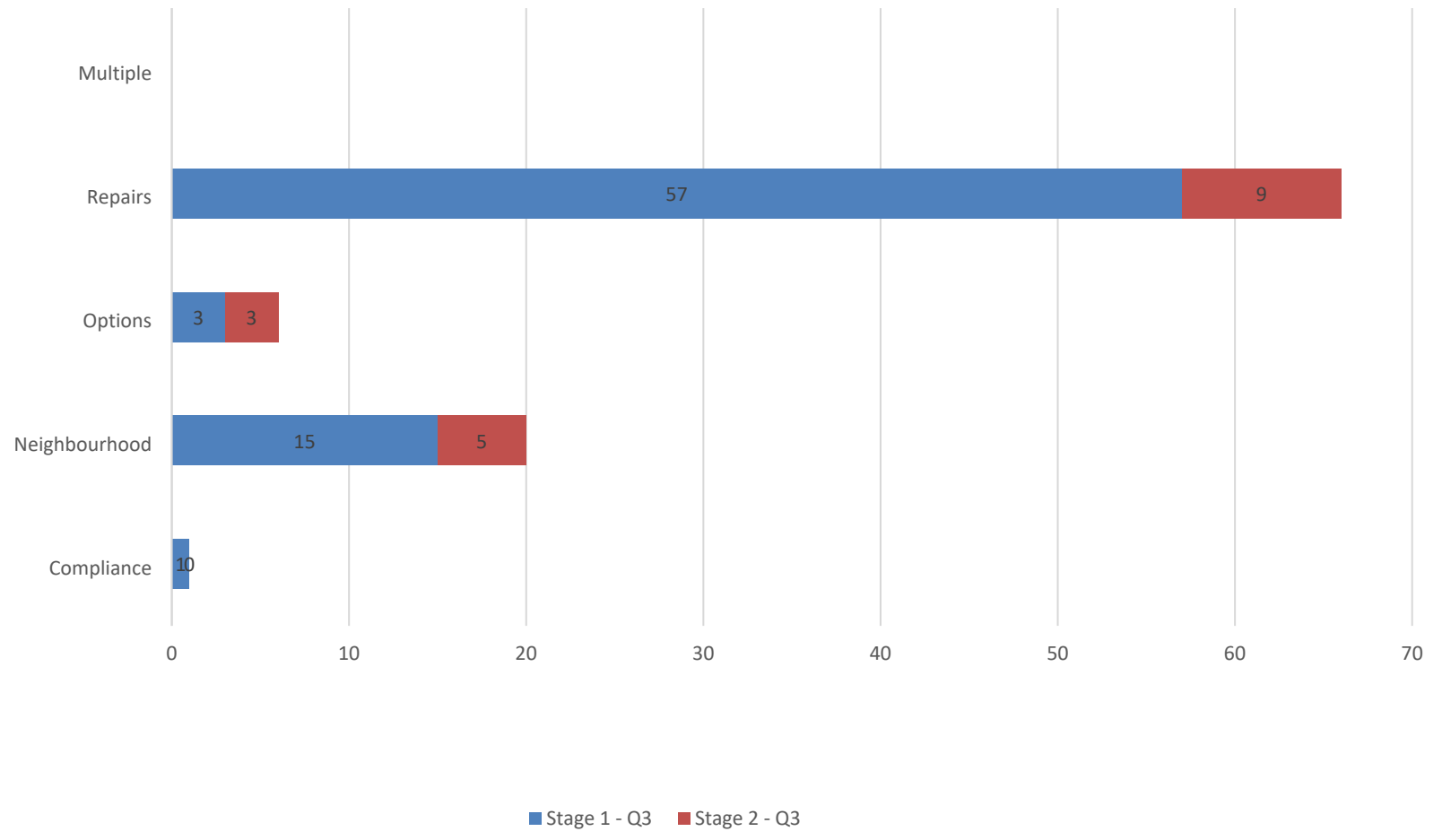
Stage 1's



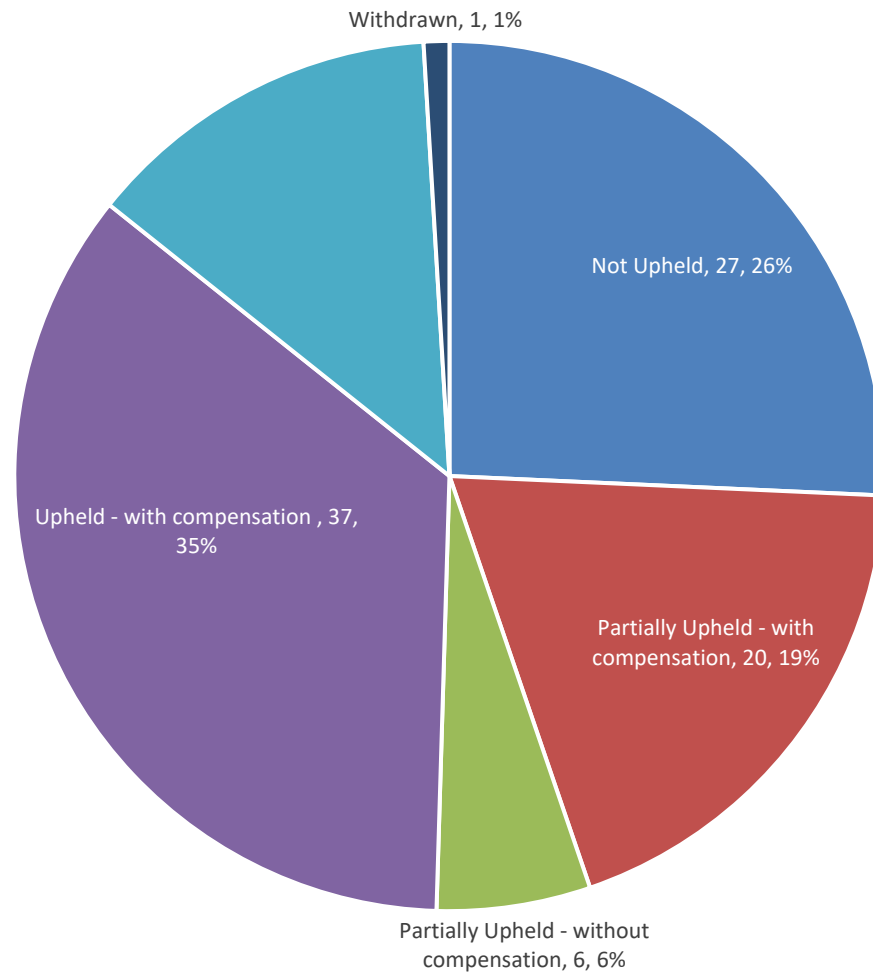
Stage 2's



Q3 - Stage 1 & 2 Complaints by Team



Q3 Complaint Decisions



Q3 - Root Causes

