

Customer Service Complaints Review 2022

Our customer service standards

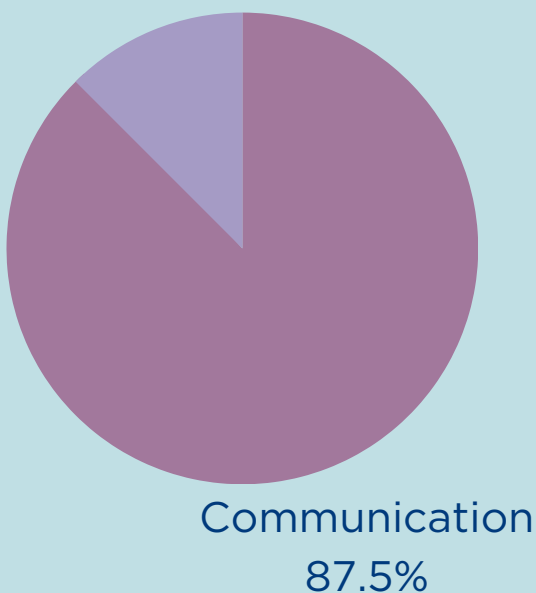
- 1** We will communicate effectively with you
- 2** We will work in an open or fair way
- 3** We will carry out our duties competently and responsibly

18 customer service issues raised from 10 randomly selected cases



Upheld complaints: subjects

Open and fair
12.5%



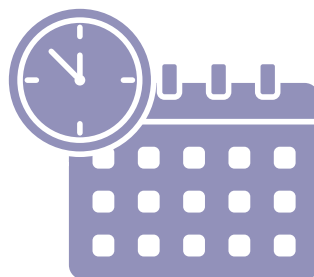
Open and fair

- Impartiality and independence

Communication

- Timeliness
- Accessibility
- Keeping informed

"The standard of letter and email writing was excellent"



Only 1 decision fell short of the 20 working day timescale for response

Learning point



Ensure all communication is acknowledged and responded to