

INWO Customer Satisfaction Survey Results 2025-26 Q1-2

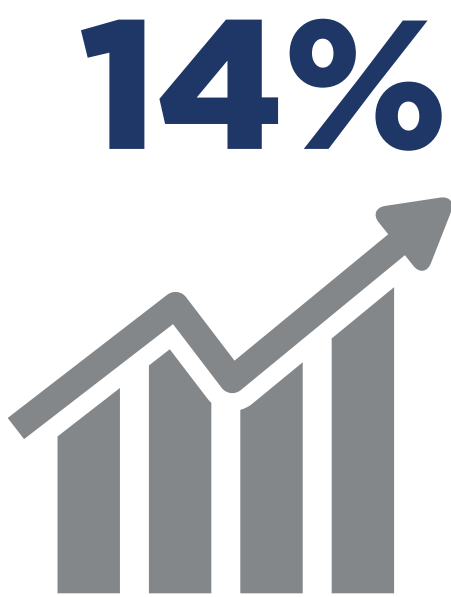
Method



complainants surveyed



issued via email
(unless alternative requested)



response rate

Key findings

1 All responses were positive with no improvement feedback provided



2 Response rate increased from 12.5% in Q1 to 14% in Q2



3 Positive feedback praised the transparency of the process and staff professionalism and empathy



4 Compliments for staff were received at various stages of the complaints process

Positive Feedback



“Thanks for your time and empathy”

“I’m in a much better place now and remain forever grateful for your support during what was a very stressful time”

“I appreciate the support from you and the team throughout this journey”

“I have had a great experience with INWO and yourself and I am so glad I pushed myself to bring forward my concerns”

“I have felt listened to and my opinion valued throughout the process”

“Thank you for the sensitive and careful way in which you’ve handled this process with us”

