

Complaints Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year		
47.7%	46.7%		⬇️	Satisfied with how well Orwell kept them informed about progress
n/a	46.7%		⬆️	Satisfied that felt listened to and understood
47.7%	53.3%		⬆️	Satisfied that all points of their complaint were fully addressed
44.2%	53.3%		⬆️	Satisfied with the level of customer service they received
n/a	53.3%		⬆️	Satisfied with overall complaints service
28.0%	19.5%		⬇️	15 out of 77 customers responded to the survey
41.1%	41.7%		⬆️	TSM TP09 – Satisfied with the way their complaint was handled

Customer Sentiment		
😊 4 comments	😐 6 comments	😞 5 comments
The overall tone is mixed but slightly positive, with many respondents acknowledging helpful complaint handling and supportive staff, while also identifying opportunities around communication, response times and contractor performance.		

✅ Positive themes
Helpful and supportive staff Several respondents specifically recognised individual colleagues for being supportive, proactive, approachable and responsive throughout the complaint process
Good complaint handling Some customers felt their complaint was managed promptly and professionally, and that reasonable efforts were made to resolve the issues raised.

❌ Improvement themes
Communication The most frequently mentioned theme was communication. Customers would like: • More regular updates. • Consistent information from different colleagues. • Greater clarity on next steps and timescales. • Follow-through on promised callbacks.
Timeliness of repairs and resolution Several respondents referred to repair delays and extended completion times, particularly where complaints related to maintenance issues.



Positive themes

Keeping customers updated

Where feedback was positive, customers often referenced good contact and communication from complaint handlers



Improvement themes

Contractor performance

A recurring theme was dissatisfaction with contractor communication, appointment management and completion of works. Customers felt there may be opportunities to strengthen oversight and customer communication in this area.

Listening and understanding customer concerns

Some customers felt more could be done to ensure concerns are fully understood, particularly for complex cases. Suggestions included face-to-face discussions and more personalised engagement where appropriate.

Monitoring outstanding actions

A small number of comments suggested that ongoing monitoring of agreed actions could help ensure works are completed and customer expectations are met.