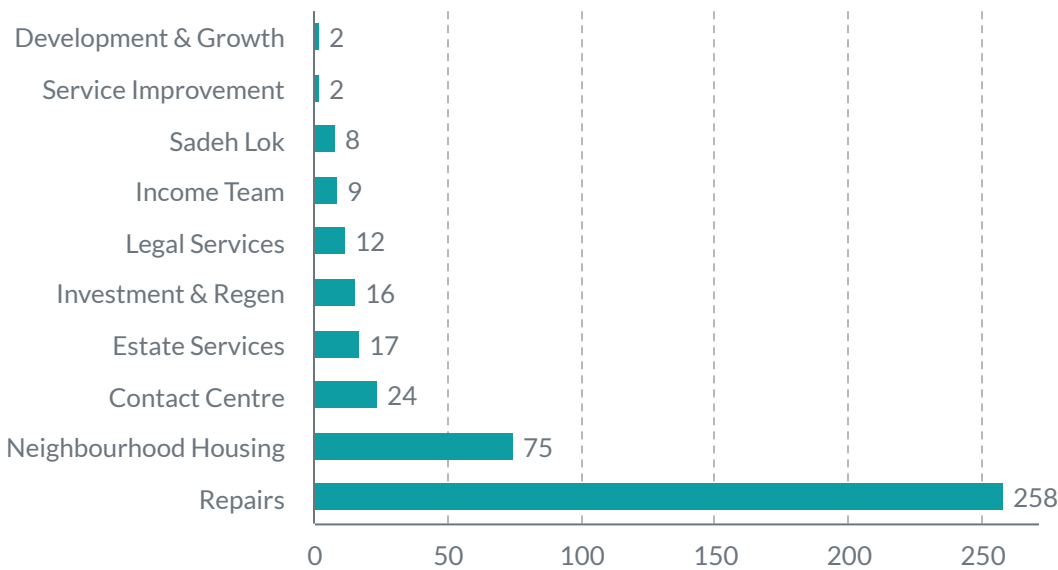


Incommunities

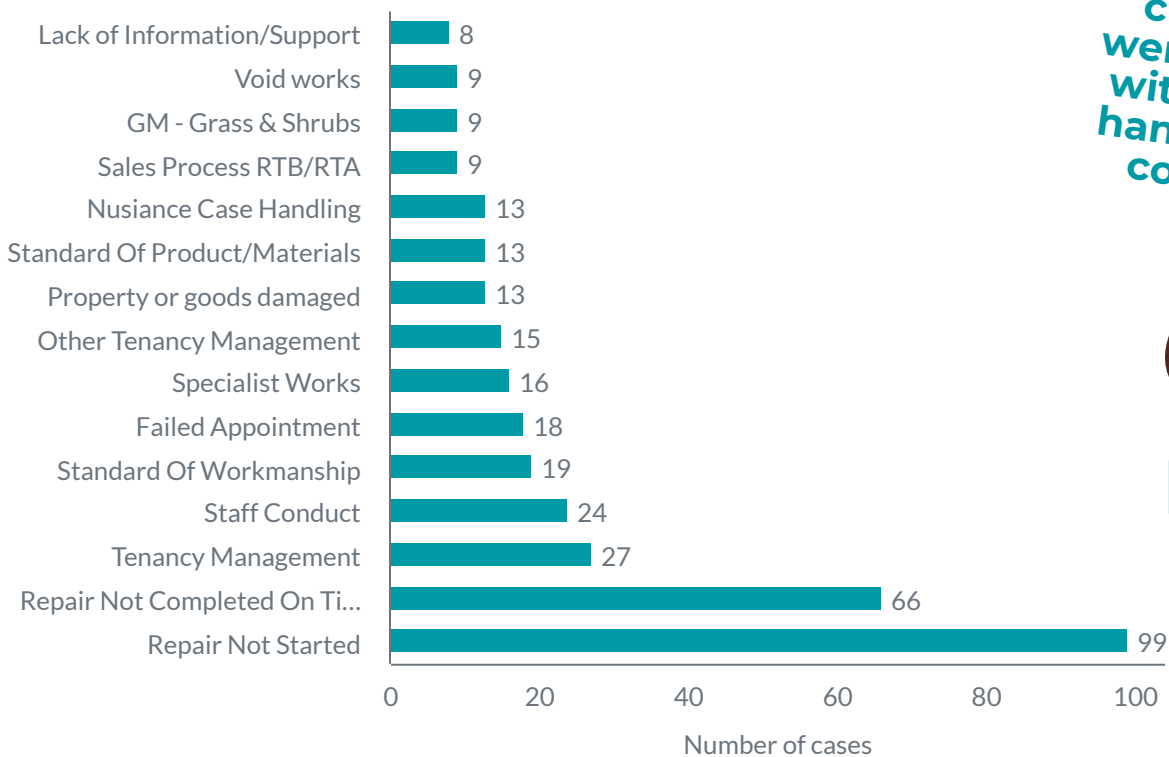
Complaints Quarter 1 - April 2021 to June 2021



Since April 2021 we have received 423 complaints



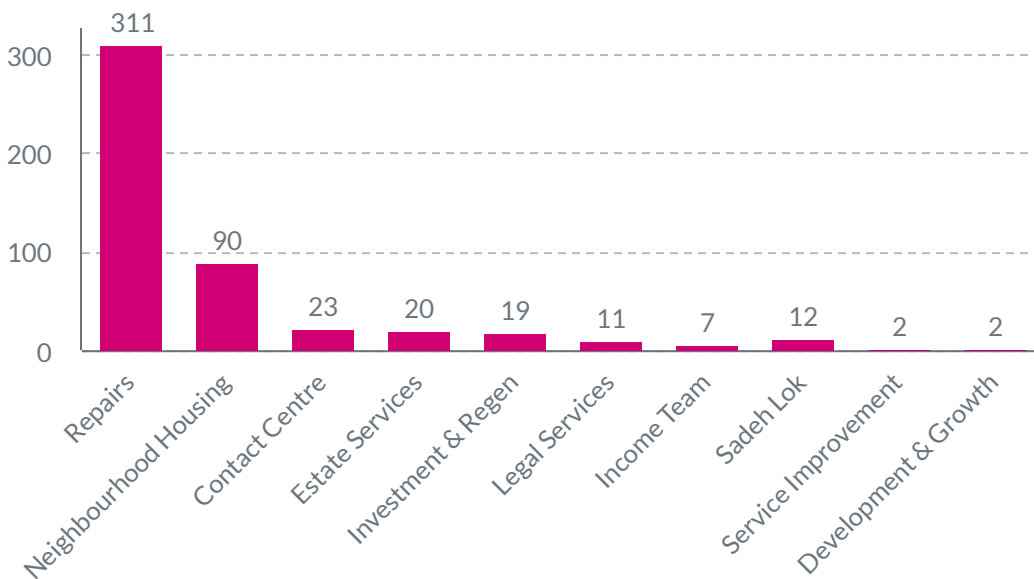
Top reasons for a complaint



73% of customers were satisfied with how we handled their complaint



Since April 2021 we have closed 497 complaints



13 complaints
escalated to
stage 2

it took us **20** days to resolve a complaint against a target of 10 days improvement of **8** days

63 live complaints compared to **200** at the end of March 2021

Where we need to improve



Communicate & Inform customers on:-

- Expected delays
- Give progress updates
- Carry out callbacks in a timely manner
- Ensure the information is correct before relaying to customers

