



Part of the Karbon group

Leazes Governing Body Response

Annual Complaints Performance & Service

Improvement report 2023/2024

Dear Customers, Colleagues and Partners,

As Leazes acting Member Responsible for Complaints (MRC) I have lead responsibility for complaints, which includes fostering a positive complaint handling culture. Here we're presenting the response from Leazes Board to our annual complaints performance and service improvement report, including our annual self-assessment against the Complaint Handling Code.

Scrutiny of the annual report

We reviewed the annual Complaints, Performance and Service 2023-2024 Report to understand the approach. With involvement of colleagues in the development of the report and the scrutiny from ourselves, Leazes Board, we can confirm it is accurate, reliable and consistent with that reported throughout the year.

Scrutiny of the self-assessment

We reviewed the evidence cited in the self-assessment, ensuring it's complete and accessible to readers including colleagues and customers. We concluded the evidence in the self-assessment to be satisfactory.

Risks identified

Considering our assessment we identified risks within the report and self-assessment. During 2024/25 Leazes became part of the Karbon Group and this has enabled us to adopt their policies and procedures and as such become part of the overall plan and focus on Customer Complaints and Compliments. As a group Karbon have developed a complaint forward plan to address key areas and maintain performance or to improve on it. The plan includes, but is not limited to:

- Maintaining a focus on reducing repair timescales.
- Maintaining our performance on percentage of complaints resolved within timescale.
- Achieving sector average for complaint volumes.
- Identifying underrepresented customer groups and improving their access to the complaint service.
- Encouraging customers to be more confident in complaining.
- Sharing more complaint led service improvements with colleagues and customers.
- Setting up a complaint forum with customers.

Lessons Learned through the self-assessment process

We explored lessons through the self-assessment process and found:

- Customer input was extremely helpful and we would like to continue this.

In conclusion

We acknowledge our progress in our complaint performance and the need to provide focus on areas we need to improve on. We aim to use learning from our becoming part of Karbon Group to improve all our customer's experiences. We found assurance in the focus on the forward plan, as we continue to strive to deliver a positive complaint experience and ultimately the service our customers deserve across all our services.

Chair of Leazes Board and acting Member Responsible for Complaints (MRC)