



Our Customer Service performance rating
for Q4 2025 as measured by Citizens Advice

Current Citizens Advice star rating

3.22 ★★★★★☆

Average telephone wait time	Telephone score (out of 5)	Email response within 2 working days %	Email response score (out of 5)	Ease of contact score (out of 5)
52 seconds	4	100%	5	4

