

## Independent complaints reviewer's annual report

Updated 23 July 2024

We commission an annual review of our complaints-handling work from an independent reviewer. This gives us independent feedback to help us improve the way that we handle complaints. The outcome of the review is published as a report.

<u>Download the latest report (PDF 10 pages, 232KB) [https://rules.sra.org.uk/globalassets/documents/sra/board-meetings/2024/july/annex-1-sra-independent-reviewer-report-2023.pdf]</u>

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