

Independent complaints reviewer's annual report

Updated 28 July 2025

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.

Download the latest report (PDF 14 pages, 1.4MB) [https://rules.sra.org.uk/globalassets/documents/sra/board-meetings/2025/june/annex-1-independent-reviewers-report.pdf]

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