

Independent complaints reviewer's annual report

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 10 pages, 232KB)
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2021-22 [<https://www.sra.org.uk/globalassets/documents/sra/board-meetings/2023/annex-1---ir-for-sra-report-2022.pdf?version=499995>]