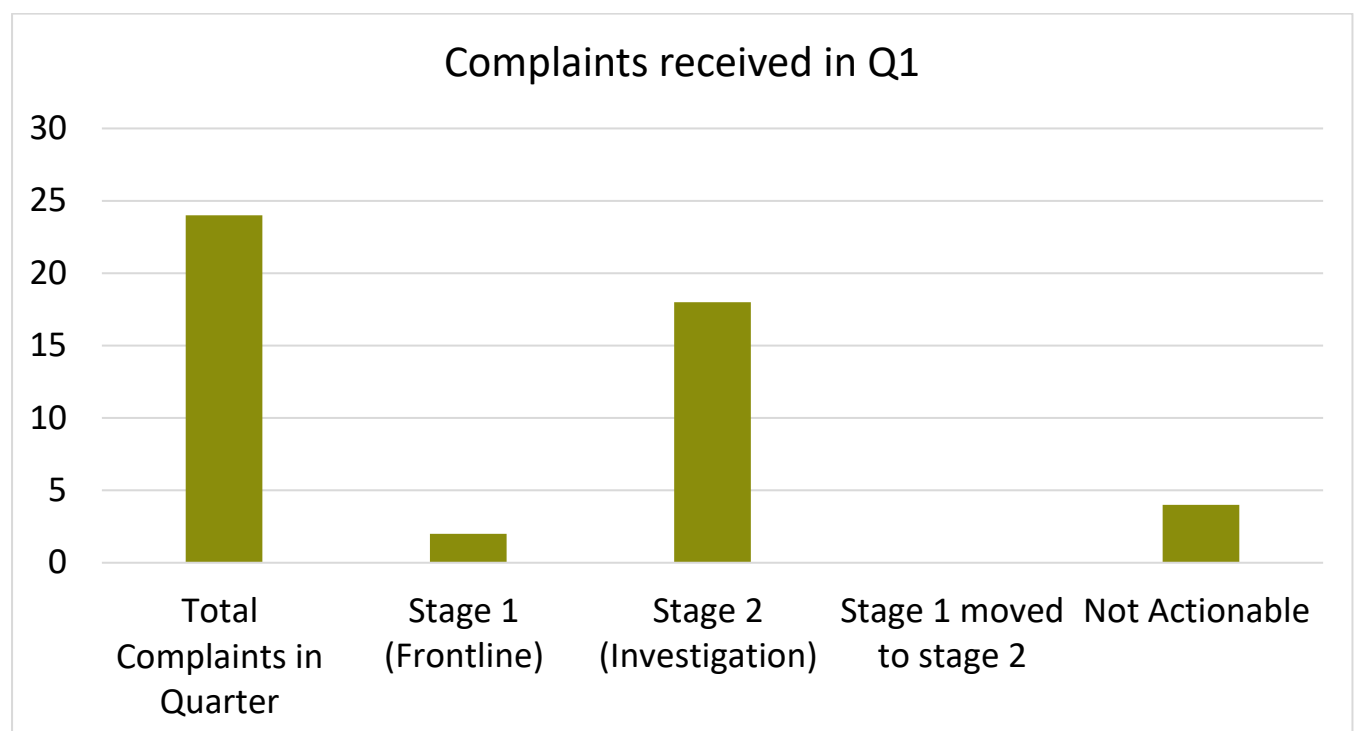


Complaints Report Q1

1 April to 30 June 2025

There were 24 complaints made to CHS during the period to 30 June 2025. This represents an increase compared to the previous quarter (19) and is broadly similar to the corresponding quarter in 2024 (25).

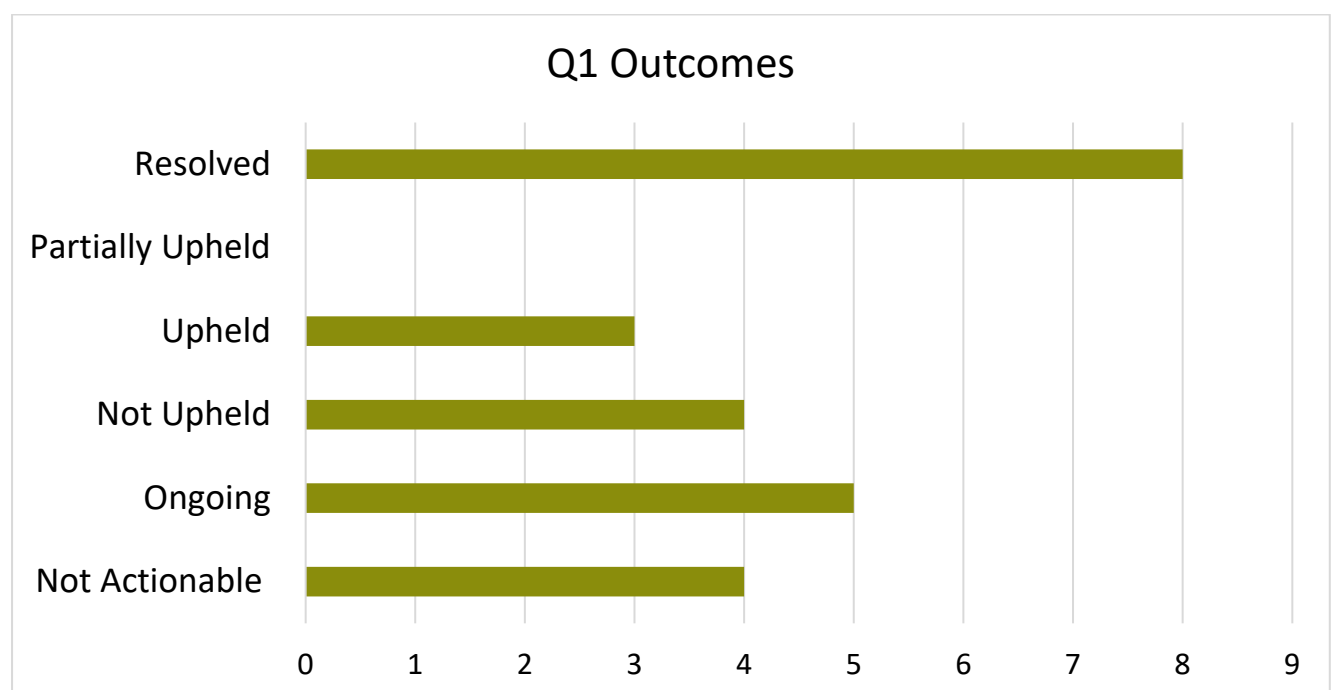


There were 24 complaints received during the quarter to 30 June 2025 of which 14 were concluded. Five are ongoing. There were four complaints which

were not actionable. This was due to a lack of sufficient information about the complaint and the complainant not responding to requests for further information.

Complaints Outcomes

There were 19 complaints received during the quarter, of which nine were concluded and 10 remain ongoing. This was due to an increased number of complaints being received towards the end of the quarter. One complaint was ongoing from Q3 and was completed during Q4.



Lessons learned and service improvement

Two of the complaints received within this reporting period were not acknowledged within three working days. This was due to an administrative error initially identified in Q4 of 2024/25 which has now been addressed.