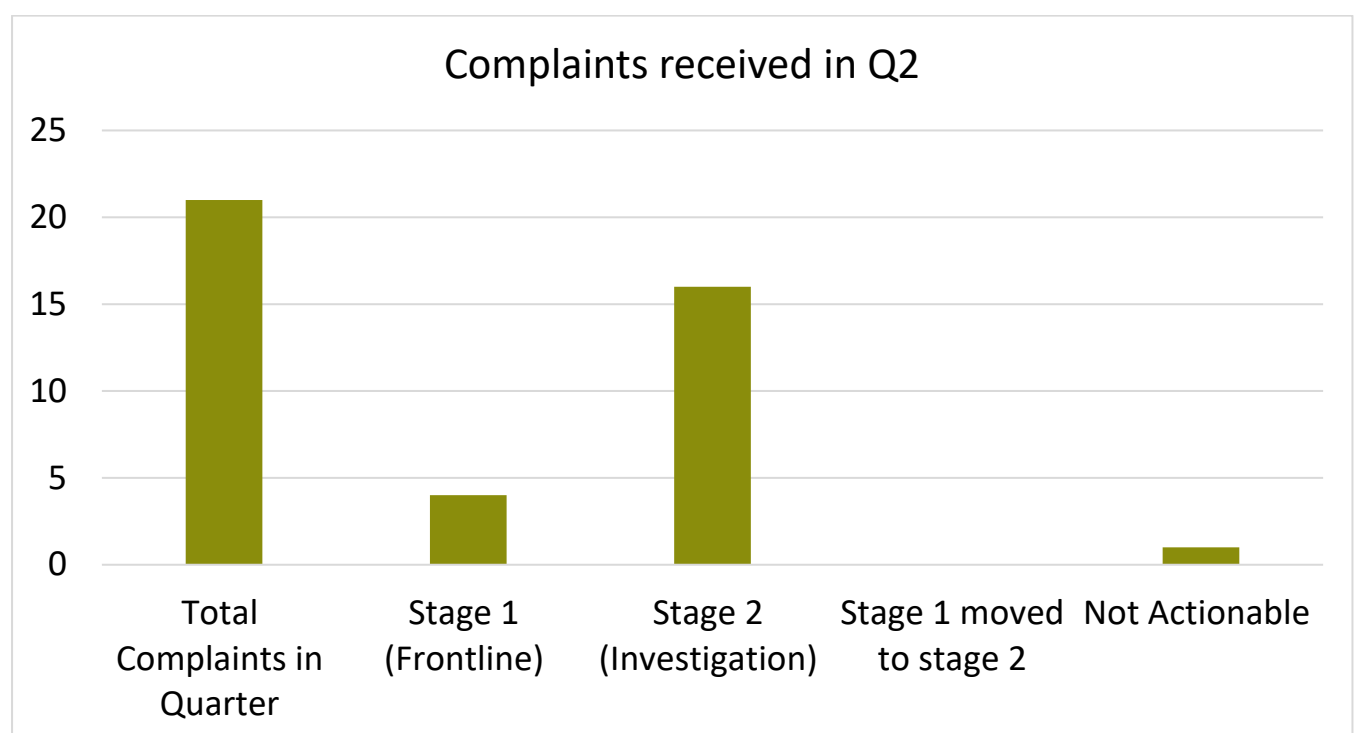


Complaints Report Q2

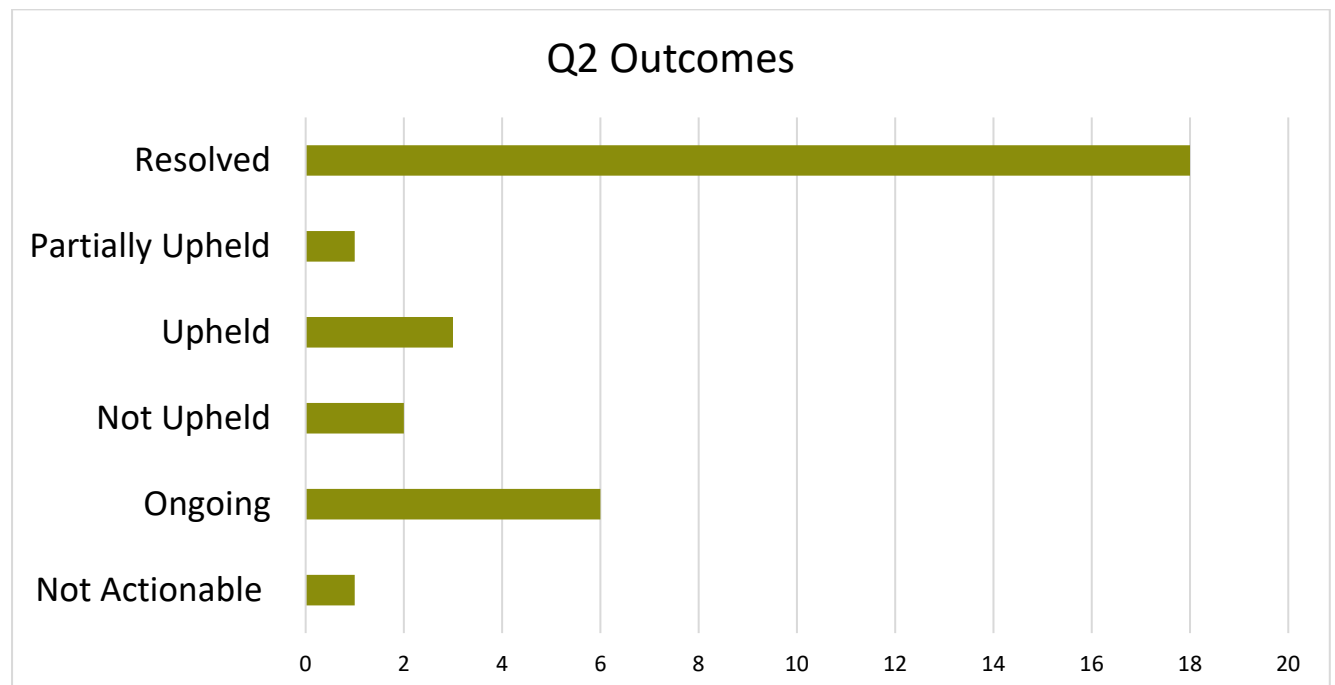
1 July to 30 September 2025

There were 21 complaints received in Q2 of 2025/26. This represents a decrease compared to the previous quarter (24) and a significant increase on the corresponding quarter in 2024 (14).



There were 21 complaints received during the quarter to 30 September of which 14 were concluded and six were ongoing. There was one non-actionable

complaint as it fell outwith our [Complaints Handling Procedure](#) and the complainant was re-directed to the appropriate service.



Lessons learned and service improvement

One of the complaints received within this reporting period was not acknowledged within three working days. This was due to a technical issue.

Due to complexity, three complaints took longer than 20 working days and the complainants were kept informed.