



Our complaints performance

We aim to make sure that we handle all complaints fairly and efficiently and we will always handle your complaint confidentially. We are committed to continually improve the service we provide and to learn from any feedback we receive.

Complaints received and resolved

This is the number of complaints we've received and resolved in Q3 (1 July- 30 September 2023):

Number of complaints received	01
Number of complaints resolved*	01
% complaints resolved by end of next working day	0%
% complaints resolved within 8 weeks	100%

*Including complaints resolved which were raised in previous quarters.

OUR HISTORICAL COMPLAINTS STATISTICS

Date	Number of complaints received	Number of complaints resolved	% resolved at day +1	% resolved after day +1 and within 8 weeks
Q2 2023	03	03	33%	0%
Q1 2023	05	05	40%	0%