

Quarterly Complaints Reporting

	Q4 2025/26							Carried forward
	Carried forward from previous quarter	Complaints received (current period)	Complaints completed	Complaints closed / outcome (current quarter)				
				Upheld	Not upheld	Partially upheld	Withdrawn	
Delays	3	4	5	5	0	0	0	2
General Service	1	3	3	1	2	0	0	1
No Value Recorded	0	1	0	0	0	0	0	1
Payroll	0	0	0	0	0	0	0	0
Regulatory	0	0	0	0	0	0	0	0
Totals	4	8	8	6	2	0	0	4
				Upheld Complaint is justified and errors/omissions occurred.	Not Upheld Complaint is not justified and no errors/omissions occurred.	Partially Upheld Part of the complaint is justified and part is not.	Withdrawn Member has withdrawn their complaint.	

Please note: that if the 'carried forward from previous quarter' figure does not match the corresponding 'carried forward' figure from the previous quarter, this is because the case is no longer active. For further details on complaints, information is available through the client portal.