

Customer Complaints Procedure

Customer Complaints Procedure Issue 6 Rev 0, replaces the Customer Complaints Procedure Issue 5 Rev 5, with effect from 1st September 2026.

Summary of Significant Changes since last version

There are several changes from the previous version of this document:

- The Policy has been put into a new template to improve accessibility.
- New Headings have been added to clearly identify sections within the procedure
- References to specific reports and forms have been made throughout to direct complainants to the appropriate documents