

# Independent complaints reviewer's annual report

Updated 23 July 2024

We commission an annual review of our complaints-handling work from an independent reviewer. This gives us independent feedback to help us improve the way that we handle complaints. The outcome of the review is published as a report.

[Download the latest report \(PDF 10 pages, 232KB\)](https://news.sra.org.uk/globalassets/documents/sra/board-meetings/2024/july/annex-1-sra-independent-reviewer-report-2023.pdf) [https://news.sra.org.uk/globalassets/documents/sra/board-meetings/2024/july/annex-1-sra-independent-reviewer-report-2023.pdf]

[2022-23](https://news.sra.org.uk/globalassets/documents/sra/board-meetings/2024/july/annex-1-sra-independent-reviewer-report-2023.pdf) [https://news.sra.org.uk/globalassets/documents/sra/board-meetings/2024/july/annex-1-sra-independent-reviewer-report-2023.pdf]