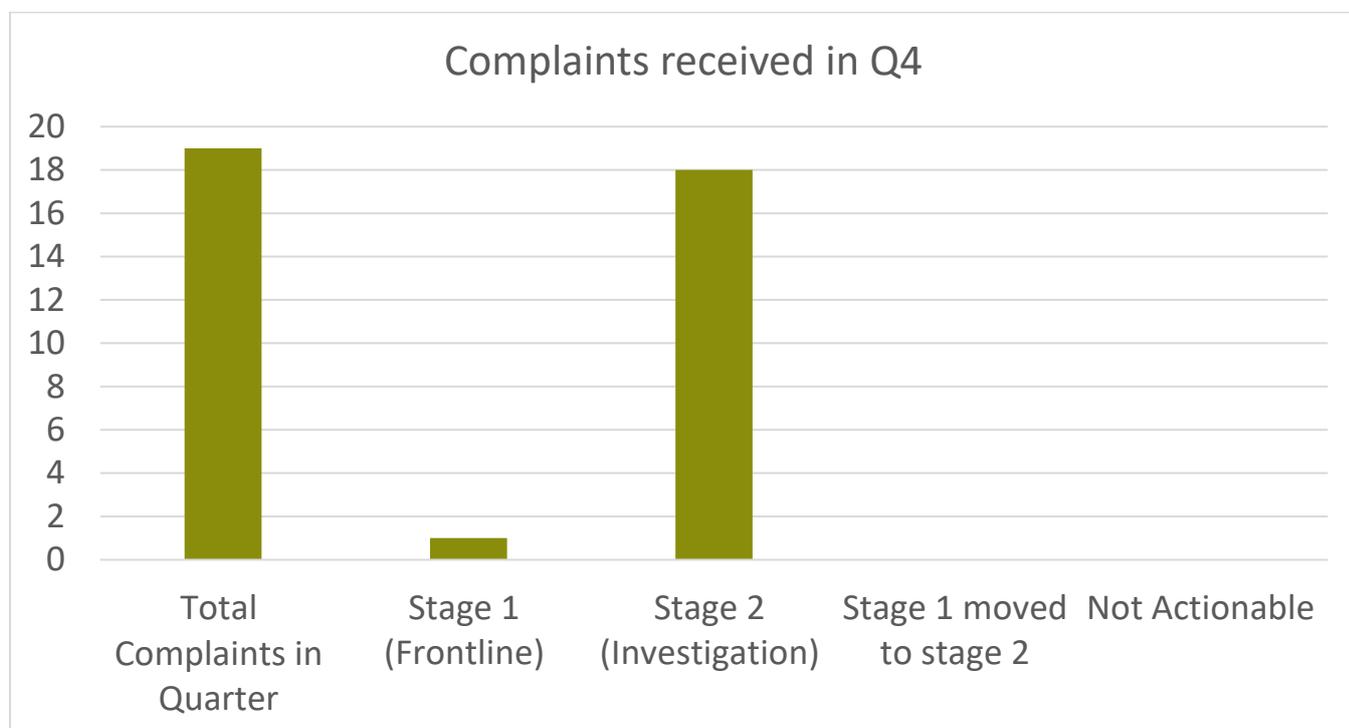


Complaints report Q4

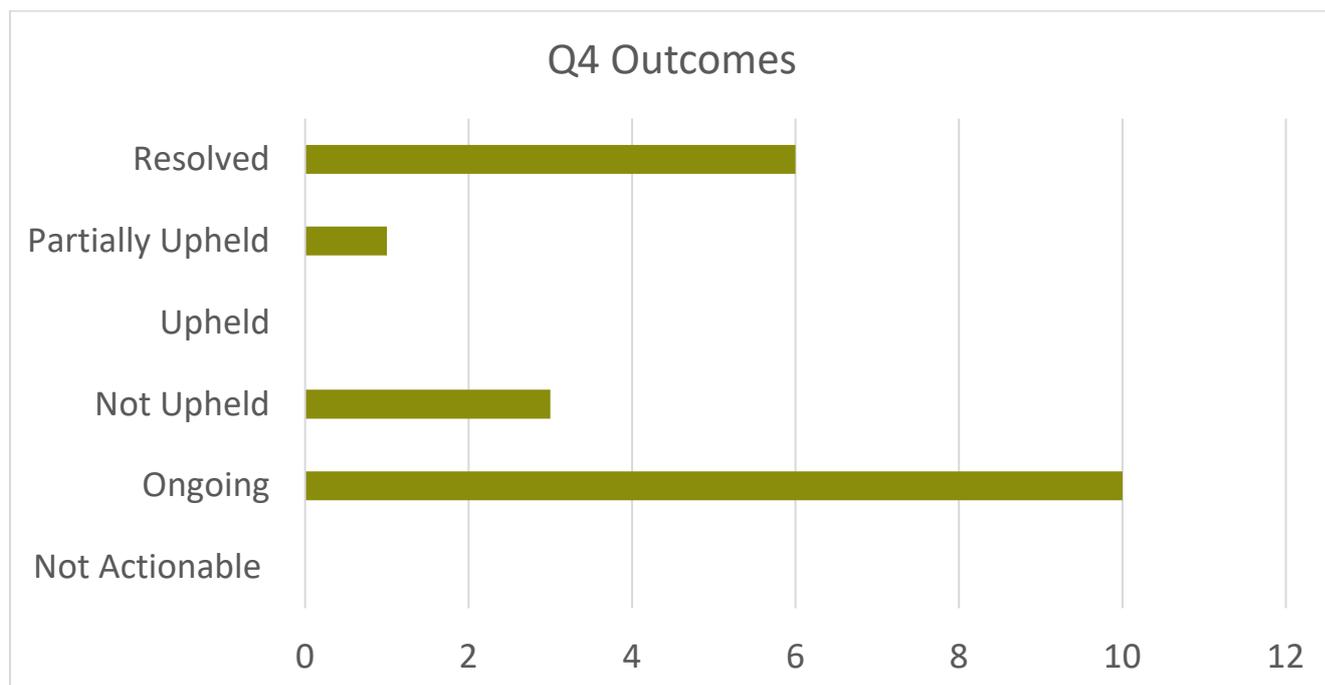
1 January to 31 March 2025

There were 19 complaints made to CHS during the period to 31 March 2025. This represents a slight increase compared to the previous quarter (16) and a slight reduction on the corresponding period in the previous year (20). We have received a total of 74 complaints during the year 2024/2025 compared to 57 during 2023/2024. This represents a 30% increase in complaints.



Complaints Outcomes

There were 19 complaints received during the quarter, of which 9 were concluded and 10 are ongoing. This was due to an increased number of complaints being received towards the end of the quarter. One complaint was ongoing from Q3 and was completed during Q4.



Lessons learned and service improvement

There were five complaints received during this quarter that were not acknowledged within three working days. This was due to an administrative error which has now been addressed.