

# Complaints policy

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Introduction

DOCUMENT CONTROL

Document Information

|                            |                                   |
|----------------------------|-----------------------------------|
| Version Number             | 1                                 |
| Dated                      | November 2020                     |
| Author / Lead Director     | Director: Chief Financial Officer |
| Date of Last Review Date   | New policy                        |
| Date of Next Formal Review | November 2022                     |
| Contact                    | CFO                               |

Revision History

| Version Number | Date Version  | Nature of Change |
|----------------|---------------|------------------|
| 1              | November 2020 | New policy       |
| 2              |               |                  |
| 3              |               |                  |
| 4              |               |                  |

