Text, application

Description automatically generated

**Joining instructions**

Date 16 September 2025

Time 10:30 – 12.30

Join in person or virtually on teams

In person: Bield Tech Hub, 1 St Ninians Road, Linlithgow, EH49 7BY

Join Teams Meeting

<https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTYzMWIyOTUtY2U2NC00YzNmLTkwMjYtZWI4MThmYjk4MGZl%40thread.v2/0?context=%7b%22Tid%22%3a%22333d0e4b-b4b0-43a9-ada5-1b02c60ae2e3%22%2c%22Oid%22%3a%2284d37554-27f6-4a69-b8fb-00ce23076c68%22%7d>

Agenda

Overview

1. Paper 1 Complaint and Compliments Overview
2. Paper 2 2024/2025 Quarter 2 and 3 Review
3. Paper 3 Sept 2025 Complaint Sample