



Consumer contact
and cases data



Complaints data
and risks from
compliance work

**Bimonthly
trilateral
meetings**



Cases accepted and
outcomes, complaints
types and premature
contacts

Identify emerging trends

**Assess issues to prioritise
compliance effectively**

**Engage with suppliers to
address or prevent issues from
escalating**

**Target further
investigation/thematic deep
dives**

**Build our understanding of
suppliers conduct**