

This document contains a 2021 PRC complaints data for public distribution.

**Complaints/Referrals Made in 2021**

	<b>2021</b>	<b>2020</b>	<b>2016</b>
Formal Complaints filed	39	27	5
Referrals to the PRC made by the MVMA Registrar	4	0	0

**Complaints Decision Made in 2021**

<b>Complaints Committee</b>		
	Refer to Inquiry	1
	Dismissed	23
	Advise given to member	2
	Formal Caution	2
	Agreement	5
	Voluntary Surrender of Registration/Licence	0
	Total Matters resolved in 2021	32
<b>Inquiry Panel</b>		1
<b>Court of Appeal</b>	No cases were decided by the Court of Appeal in 2021	n/a

On-going complaints as of December 31st, 2021 - 32

	<b>2021</b>	<b>2020</b>	<b>2016</b>
Appeal of Complaints Committee Decision by the complaint to an Appeals Committee	5	4	0
Appeal of an Inquiry Decision by the member to the Court of Appeal	1	0	0

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