

Complaints data

Firm name: Cabot Credit Management Group Limited
Period covered in this report: 1st July - 31st December 2024

Number of complaints opened by volume of business								
Product / service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Credit Related	1.10	n/a	6,159	5,933	17.23%	78.85%	18.54%	Communication
Home Finance	1.83	n/a	26	28	10.71%	78.57%	39.29%	Communication