

Complaints data

Firm name: Cabot Credit Management Group Limited

Period covered in this report: 1st January - 30th June 2026

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	0.95	n/a	5,387	5,455	33.91%	64.16%	15.40%	Communication
Home Finance	2.19	n/a	22	22	13.64%	81.82%	45.45%	Communication