

Complaints data

Firm name: Cabot Credit Management Group Limited
Period covered in this report: 1st January - 30th June 2025

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	1.20	n/a	6,781	6,745	18.09%	77.54%	17.33%	Communication
Home Finance	3.36	n/a	47	30	10.00%	80.00%	43.33%	Communication