

Complaints data

Firm name: Cabot Credit Management Group Limited

Period covered in this report: 1st July - 31st December 2023

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	0.96	n/a	5,147	5,177	17.62%	79.25%	21.31%	Communication
Home Finance	2.96	n/a	43	43	16.28%	67.44%	32.56%	Communication