

Complaints data

Firm name: Cabot Credit Management Group Limited

Period covered in this report: 1st January - 30th June 2024

Product / service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Credit Related	1.16	n/a	6,267	6,148	19.03%	78.81%	17.97%	Communication
Home Finance	1.65	n/a	24	26	7.69%	76.92%	38.46%	Communication