

This table belongs to DISP 1.10A12R.

### Complaints publication report

Firm Name: Foundation for Credit Counselling  
 Group (if applicable): N/A  
 Other firms included in this report (if any): None  
 Period covered in the report: 1 July 2019 to 31 December 2019  
 Brands/trading names covered: StepChange Debt Charity & StepChange Debt Charity Scotland

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 within 8 weeks	Percentage upheld	Main cause of complaints opened
	Provision (at reporting end date)	Intermediation (at reporting end date)						
<b><u>Banking and Credit Cards</u></b>								
<b><u>Home Finance</u></b>								
<b><u>Insurance and pure protection</u></b>								
<b><u>Decumulation and pensions</u></b>								
<b><u>Investments</u></b>								
<b><u>Credit related</u></b>	–	N/A	1091	1100	N/A	N/A	47%	N/A