

This table belongs to DISP 1.10A.12R.

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 2022 to 31 December 2022
 Brands/trading names covered: StepChange Debt Charity & StepChange Debt Charity Scotland

<u>Number of complaints opened by volume of business</u>								
<u>Product Service Grouping</u>	<u>Provision (at reporting end date)</u>	<u>Intermediation (at reporting end date)</u>	<u>Number of complaints opened</u>	<u>Number of complaints closed</u>	<u>Percentage closed within 3 days</u>	<u>Percentage closed within 8 weeks</u>	<u>Percentage upheld</u>	<u>Main cause of complaints opened</u>
<u>Banking and Credit Cards</u>								
<u>Home Finance</u>								
<u>Insurance and pure protection</u>								
<u>Decumulation and pensions</u>								
<u>Investments</u>								
<u>Credit related</u>	-	N/A	1323	1356	N/A	N/A	41%	N/A