

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 January 2021 to 30 June 2021
 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) | | | | | | |
| <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 | 982 | 906 | N/A | N/A | 46% | N/A |

| |
|-------------------------------------|
| Total Complaints Outstanding |
| 36 |

| |
|----------------------------------|
| Total Complaints Received |
| 875 |

| |
|----------------------------------|
| Total Complaints Resolved |
| 876 |

| |
|--------------------------------|
| Total Complaints Upheld |
| 399 |

| |
|---|
| Total Amount Of Financial Redress Paid |
| £2,027.35 |