

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 2020 to 31 December 2020
 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	922	922	N/A	N/A	45%	N/A