

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: 1st January to 30th June 2017
 Brands/trading names covered: StepChange Debt Charity & StepChange Debt Charity Scotland

Number of complaints opened by volume of business

Product Service Grouping	Provision (at reporting end date)	Intermediation (at reporting end date)	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
<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>	*4.66	N/A	1400	1341	N/A	N/A	47%	N/A

* Number of complaints per 1000 clients who contacted us for advice in the period