



The below table shows key data relating to complaints raised with Capquest Debt Recovery Limited.

Period covered in this report: 1 July – 31 December 2023

	Number of complaints opened by volume of business						
Product/service grouping	Provision (at reporting period end date)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Credit Related*	1.92**	2312	1453	29%	63%	58.7%	Customer Service

*The term “Credit Related” covers the FCA regulated activities of Debt Administration, Debt Collecting and under specific circumstances, Debt Counselling and Credit Broking, as outlined within Capquest’s insert on the Financial Services Register.

**This figure represents the number of complaints opened per 1000 accounts during the reporting period stated above.