



The below table shows the volumes of complaints raised with Capquest Debt Recovery during the period of 01/07/2019 and 31/12/2019.

	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 not within 8 weeks	Percentage upheld	Main cause of complaints
Credit related complaints*	0.22	424	453	32%	68%	48.57%	Customer Service

*complaints in relation to debt purchase and debt collection