

Elderbridge Ltd Complaint Reporting

We aim to resolve all complaints as quickly as possible. We welcome any feedback from our customers and are happy to address any concerns raised. We seek to use complaints data to improve our quality of service, provide insight into what is important to our customers and to help avoid future mistakes.

Complaints Publication Report

Firm Name: Elderbridge Ltd

Other firms included in this report: None

Period Covered in this report: 1 April 2018 – 30th September 2018

Brands/Trading Names covered: None

	Provision (at end of reporting end date)	Number of complaints opened	Number of complaints closed	Closed within 3 days (%)	Closed After 3 Days but within 8 weeks (%)	Upheld (%)	Main Cause of Complaints opened
Home Finance	15.00 complaints per 1,000 customer accounts under servicing management	855	888	18.47%	79.05%	63.85%	General Admin/Customer Service
Credit Related	15.73 complaints per 1,000 customer accounts under servicing management	46	48	N/A	N/A	43.75%	N/A

If a complaint is not closed within 8 weeks, we notify customers of their right to contact the Financial Ombudsman Service (FOS) for independent arbitration.