**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 October 2019 – 31st March 2020

**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** | **19.78 complaints per 1,000 customer accounts under servicing management** | **974** | **887** | **6.54%** | **65.38%** | **46.56%** | **General Admin/Customer Service** |
| **Credit Related** | **23.65 complaints per 1,000 customer accounts under servicing management** | **60** | **48** | **12.5%** | **58.33%** | **29.16%** | **General Admin/Customer Service** |

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.