



## Complaints Publication Report

Period: 01 January 2023 to 30 June 2023

Complaint types opened in period	No. of Complaints opened in period	No. of Complaints closed in period	Complaints closed within 3 days	Complaints closed within 8 weeks	Closed complaints upheld by firm
<b>Hire Purchase / Conditional Sale</b>	1,808	1,603	672	49	28.26%
<b>Other Lending</b>	351	329	108	11	40.12%
<b>Total</b>	<b>2,159</b>	<b>1,932</b>	<b>323</b>	<b>53</b>	<b>30.28%</b>

This data includes all complaints recorded during the reporting period above for the following entities:

- PSA Finance UK
- Free2Move Lease
- Autobank Financial Services
- Stellantis Financial Services UK Ltd
- Vauxhall Financial Services (*included with effect from 01/04/2023*)