

FOI5457 - Annex B
Part B Complaints Statistics 2017H1 - Scotland only

Product/activity	Complaints received	Complaints closed	Complaints upheld by firm	Uphold rate	Total redress paid (£)
Debt purchasing (including complaints in relation to the underlying debt that has been purchased)	398	463	145	31%	21,580
Hire purchase/conditional sale agreements	747	736	267	36%	19,260
Home credit loan agreements	3	3	1	33%	-
Bill of sale loan agreements, e.g. logbook lending	-	-	-	-	-
Pawnbroking	13	11	3	27%	496
High-cost short-term credit	589	634	284	45%	225,495
Other lending	12,769	12,760	8,822	69%	9,517,275
Credit Broking	590	617	136	22%	53,007
Debt Management activity	4	2	-	0%	-
Debt collecting	1,702	1,664	644	39%	13,237
All other credit-related activity	1,493	1,696	871	51%	35,101,924

And for limited permission firms not submitting the complaints return:

Complaints received
4,693