

Complaints Publication Report

Firm name: British Credit Trust Holdings Limited

Other firms included in this report: British Credit Trust Limited as Appointed Representative

Period covered in this report: 01 April 2011 - 30 September 2011

Brands/trading names covered: British Credit Trust, BCT

	01 April 2011 - 30 September 2011				01 October 2010 – 31 March 2011			
	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking	421	443	97.5%	23.9%	560	551	97.5%	30.7%
Home finance	0	0	N/A	N/A	0	0	N/A	N/A
General insurance and pure protection	410	414	91.3%	12.6%	514	461	91.3%	5%
Decumulation, life and pensions	0	0	N/A	N/A	0	0	N/A	N/A
Investments	0	0	N/A	N/A	0	0	N/A	N/A