

Complaints Publication Report

Firm Name Moorcroft Debt Recovery LTD
Period Covered 1st February 2025 to 31st July 2025

Product / service grouping	Complaints Per 1000 Accounts	Number of Complaints Opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld
Credit Related	0.55	420	382	20.94%	79.06%	37.43%