



CCR-Complaints - Complaints Return [help](#) [?](#)

FRN : 708507

Firm Name : S.D. Taylor Limited

Reporting Period Information

Reporting Period:	01/01/2017 to 31/12/2017	Due Date:	12/02/2018
Reporting Currency:	GBP	Reporting Currency Units:	single

Special Instructions

Firms that are part of a group may choose to make a joint submission of Complaints data for some or all members of the group. This should only be done if it is logical to do so, e.g. if the group has a central complaints handling team, all firms submit CCR-Complaints and the firms all have the same accounting reference date.

Any firm within the group can submit the joint data, all other firms covered by the joint submission must submit a nil return and will be charged an administration fee if they fail to do so.

Firms should complete this data item for complaints received from the date of their full authorisation / variation of permission or 1 October 2014 whichever is later.

If you report under DISP 1 Annex 1R Part A (Complaints Return) and DISP 1 Annex 1R Part B (CCR-Complaints), your answers for questions 47 and 48 should reflect the sum of the complaints received in both returns. For example, if you report 300 complaints received in Complaints Return and 300 complaints received in the CCR-Complaints, you should answer 'Yes' to question 47.

For further help click [here](#) [?](#)

GROUP REPORTING

A

- 1 Does the data reported in this return cover complaints relating to more than one entity? (NB: You should always answer "No" if your firm is not part of a group)

No *



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34 If 'Yes' then list the firm reference numbers (FRNs) of all of the additional entities included in this return. Use the 'add' button to add additional FRNs

NIL RETURN DECLARATION

2 We wish to declare a nil return (if yes, leave questions 35A to 45E blank)

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Consumer Credit Activities

		Total complaints outstanding at reporting period start date	Complaints Received	Complaints Closed	Complaints Upheld by firm	Total Redress paid
		A	B	C	D	E
35	Lending Debt purchasing (including complaints in relation to the underlying debt that has been purchased but not complaints about the collection of that debt)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



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36	Hire purchase / conditional sale agreements	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
37	Home credit loan agreements	52	844	805	331	17771
38	Bill of sale loan agreements e.g. logbook lending	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
39	Pawnbroking	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
40	High cost short-term credit	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
41	Other lending	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
42	Credit Broking	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
43	Debt Management activity	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
44	Debt Collecting	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
45	All other credit-related activity	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



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Complaints data publication by FCA and firms

A

47 If you are reporting 500 or more complaints under DISP 1.10.1R(1) or 1000 or more complaints under DISP 1.10.1R(2), do you consent to the FCA publishing the complaints data contained in this report in advance of the firm publishing the data itself?

48 If 'Yes', does the firm confirm that the complaints data contained in this report accurately reflects the information to be published by the reporting firm under DISP 1.10A?