## **Complaints Publication Report**

Firm Name
Period covered in this report
Brands / Trading Names covered

J D Williams & Company Limited 1st March 2023 to 31st August 2023

All You Need, Ambrose Wilson, Classic Confidence, Classic Detail, Comfortably Yours, Country Garden, Crazy Clearance, Discount World, Fashion World, Fabrici, Fifty Plus, Heather Valley, High and Mighty, Home Essentials, Home Shopping Direct, House of Bath, Inspirational Home, Jacamo, JD Williams, Julipa, Marisota, Naturally Close, Nightingales, Oxendales, Premier Man, Selections, Shapely Figures, Shoe Tailor, Simply Be, Simply Yours, That's My Style, The Brilliant Gift Shop, Special Collection, The Value Catalogue, Trading Post, Viva La Diva, Williams and Brown, Feelgood Essentials, The Kids Division, Figleaves

Product Grouping / Servicing	Contextualised Complaint Numbers	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage Upheld	Main Cause of Complaints Opened
Credit Related	5.03 Complaints per 1,000 accounts	10692	10257	11.26%	83.86%	42.84%	N/A
Insurance and Pure Protection	0 Complaints per 1,000 policies sold	29	29	34.40%	65.60%	3.40%	N/A

## Claims Ratio for J D Williams & Company Limited

The Claims Ratio for payment protection insurance is between: