

**Complaints publication report**

**Firm Name:** Shelby Finance LTD

**Group:** N/A

**Other Firms included in this report:** None

**Period covered in this report:** 1st September 2021 - 28th February 2022

**Brands/trading names covered:** Dot Dot Loans

	Number of Complaints opened by volumes of business							
Product/Service grouping	Provision (at reporting period end date)	Intermediation (within the reportin period end date)	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 complaint opened
Credit related	N/A	N/A	1671	1917	N/A	N/A	39%	N/A