

Complaints publication report

Firm Name: Shelby Finance Ltd

Group: N/A

Other Firms included in this report: None

Period covered in this report: 1st March 2021 - 31st August 2021

Brands/trading names covered: Dot Dot Loans

Product/Service grouping	Number of Complaints opened by volumes of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period end date)						
Credit related	N/A	N/A	2797	3097	N/A	N/A	51%	N/A