Target Servicing Ltd

We aim to resolve all complaints as quickly as possible. We welcome any feedback from our customers and are happy to address any concerns raised. We seek to use complaints data to improve our quality of service, provide insight into what is important to our customers and to help avoid future mistakes.

Complaints Publication Report

Firm Name: Target Servicing Ltd
Other firms included in this report: None
Period Covered in this report: 1st April 2021 – 30th September 2021

	Brands/Trading Names covered: None Provision (at end of reporting end date)	Number of complaints opened	Number of complaints closed	Closed within 3 days (%)	Closed After 3 Days but within 8 weeks (%)	Upheld (%)	Main Cause of Complaints opened
Home Finance	3.75 complaints per 1,000 customer accounts under servicing management	937	880	11.14%	85.34%	43.40%	Other general admin/customer service
Insurance & pure protection							
Credit Related							