

Firm	Part of group (name)	No. complaints received by firm	Percentage of complaints dealt with by firm			% of complaints upheld by firm	£ redress paid by firm
			Within 4 weeks	4 to 8 weeks	Over 8 weeks		
Sort ▼ ▲	Sort ▼ ▲	Sort ▼ ▲	Sort ▼ ▲	Sort ▼ ▲	Sort ▼ ▲	Sort ▼ ▲	Sort ▼ ▲
Firm A	Group 1						
Firm B	Group 2						