

Complaints Publication Report

Firm Name

Fredrickson International Limited

Period Covered in this report

1st January 2018 to 31st December 2018

	Complaints Per 1000 Accounts*	Number of Complaints Opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld
Debt collecting	4.24	582	586	41%	57%	39%

• Live Regulated Accounts as at 31st December 2018