

Complaints Publication Report

As a business, Omni Capital strive to treat each complaint impartially and focus on continually improving the service we offer by learning from what has gone wrong in order to exceed expectations. Our aim is to reduce the number of complaints we receive by analysing customer concerns, and for us, they're an opportunity to put things right and deliver a fair outcome.

As with other firms and to be transparent we share our complaint volumes every half year in line with Financial Conduct Authority (FCA) regulations.

Firm name: [Omni Capital Retail Finance Ltd](#)

Group: [Castle Trust](#)

Other Groups included in this return (if any): [None](#)

Period Covered: [1 April 2020 – 30 September 2020](#)

Complaints Received	Complaints Closed	Complaints Upheld	Total Redress paid
375	431	34.6%	£18,658.48