

## Complaints Publication Report

As a business, Omni Capital Retail Finance strives 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 Bank](#)

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

Period Covered: [1 April 2022 – 31 October 2022](#)

| Complaints Received | Complaints Closed | Complaints Upheld | Total Redress paid |
|---------------------|-------------------|-------------------|--------------------|
| 113                 | 107               | 31                | £5,636             |