

# COMPLAINTS REPORT

**Firm Name:** NewDay Ltd

**Group (if applicable):** n/a

**Other firms included in this report (if any):** None

**Period covered in this report:** 1 January 2016 to 31 December 2016

**Brands/trading names covered:**

aqua, marbles, Opus, Amazon, Burton, Debenhams, Dorothy Perkins, Evans, Harvey Nichols, House of Fraser, Laura Ashley, Miss Selfridge, Outfit, Thomson, Topman, Topshop, Wallis

	NUMBER OF COMPLAINTS OPENED	NUMBER OF COMPLAINTS CLOSED	COMPLAINTS CLOSED WITHIN 8 WEEKS (%)	CLOSED COMPLAINTS UPHELD BY FIRM (%)
BANKING & CREDIT CARDS	24,312	23,781	99.5%	39.7%
HOME FINANCE	0	0	0.0%	0.0%
GENERAL INSURANCE AND PURE PROTECTION	1,225	1,192	97.4%	95.5%
DECUMULATION LIFE AND PENSIONS	0	0	0.0%	0.0%
INVESTMENTS	0	0	0.0%	0.0%
CREDIT-RELATED	0	0	0.0%	0.0%