

## Complaints Data

At Kensington we do everything we can to make sure our customers get the best possible service. However, sometimes we don't get things right first time.

If you are not completely happy with our service we'd like to hear about it so we can do something to put it right.

For more information on how to make a complaint to Kensington, please [click here](#)

Below is information on the number of complaints Kensington received between 1 October 2009 and 31 March 2010, and how these complaints were resolved.

### Kensington Mortgage Company

Period Covered in this report 1 October 2009 to 31 March 2010

Category	Number of Complaints Opened	Number of Complaints Closed	Complaints Closed with 8 weeks (%)	Closed complaints upheld by firm (%)
Banking	N/A	N/A	N/A	N/A
Home Finance	557	523	93% (92.73%)	55% (55.45%)
General Insurance & Pure Protection	N/A	N/A	N/A	N/A
Decumulation, Life & Pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A

### Number of complaints per customer

At 31 March 2010, Kensington had 47,911 customer accounts.

Therefore, during this period, complaint numbers represented 1.16% of all accounts.

### Notes:

The number of complaints and number of customer accounts relate to 1<sup>st</sup> charge residential mortgages, 2<sup>nd</sup> charge secured loans, and Buy to Let lending.