

Complaints Publication Report

Firm name:

Herts Insurance Consultants Ltd.

Period covered in this report:

1st October 2025 to 31st March 2026

Brands/trading name covered:

Goodwood Classic Solutions, Hayburner Insurance, Just Kampers Insurance Services, Quote My Classic, Santa Pod Insurance Services, Sterling Car Insurance Services, Volksworld Insurance Services, Volkszone Insurance Services.

Product / Service	Number of complaints open by volume of business. Provision (at reporting period end date)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Insurance and Pure Protection	4.44 per 1000 policies sold	745	825	23%	75%	35%	Dispute over sums/charges
CCR	0.07 per 1000 policies sold	12	12	N/A	N/A	50%	N/A