

# Complaints Data 2025

**Firm Name:** OVO Home Services Ltd

**Period covered in this report:** 1st July – 31st December 2025

**Brands/trading names covered:** CORGI HomePlan and OVO

Product / Service Grouping	Provision (at the reporting end date)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 business days but within 8 weeks	% Upheld	Main cause of complaints opened
<b>Insurance and pure protection</b>	Per 1000 policies in force <b>8.30</b>	<b>1953</b>	<b>1573</b>	<b>6.7%</b>	<b>91.5%</b>	<b>75.6%</b>	<b>Product performance / features</b>