

# 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
Insurance and pure protection	Per 1000 policies in force  8.30	1953	1573	6.7%	91.5%	75.6%	Product performance / features