

Complaints publication report

Firm name: Co-op Funeral Plans Limited

Group: (if applicable): N/a

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

Period covered in this report: 1 January – 31 December 2024

Brands/trading names covered: Co-op Funeralcare, Co-op Funeral Plans

Number of complaints opened 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
7.83	2913	3082	16.00%	84.00%	68.00%	Delays