

Latest on complaints



2,358,732

total new complaints
opened against financial
services firms between
January and July 2014



5%

decrease on the
2,493,729
complaints between
July and December 2013



1,236,899

new complaints about payment
protection insurance. A
11%
decrease on complaints between
July and December 2013



£2.34bn

total redress
paid in the
first half of 2014