

Aggregate complaints data charts

No. 5 / March 2015

Figure 1: Total opened complaints over time

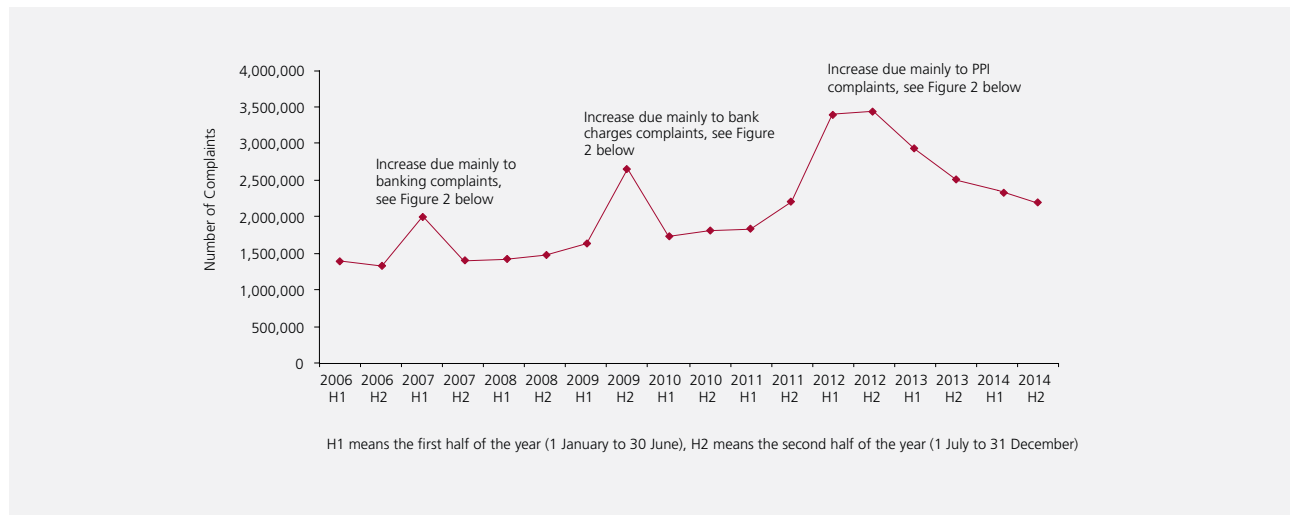


Figure 2: Number of opened complaints by type of product

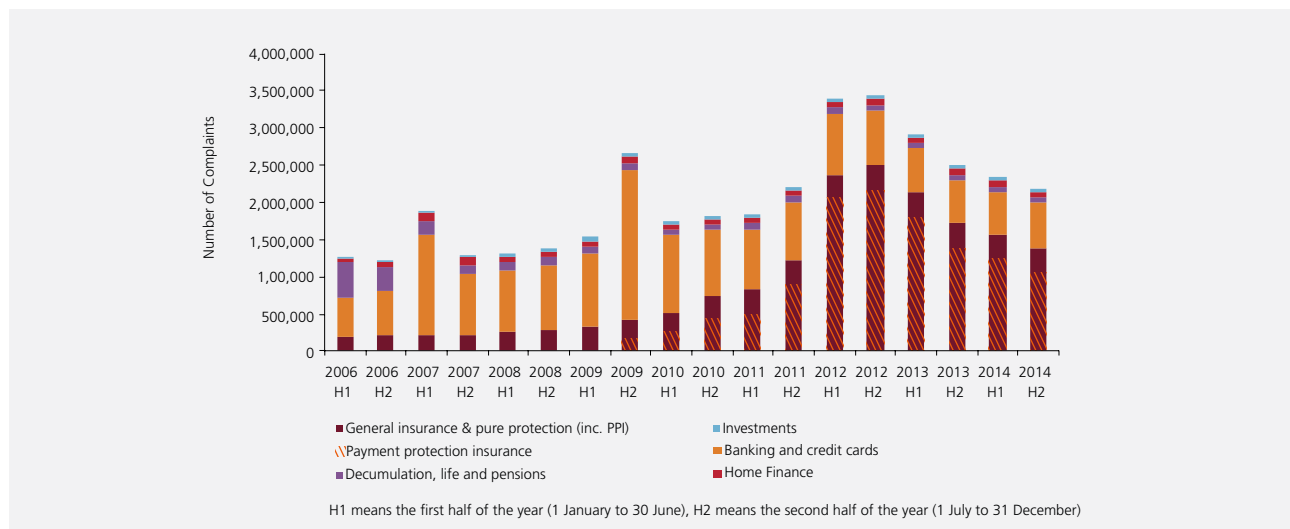


Figure 3: Percentage change in volume of opened complaints for the ten most complained about product types between 2014 H1 and 2014 H2

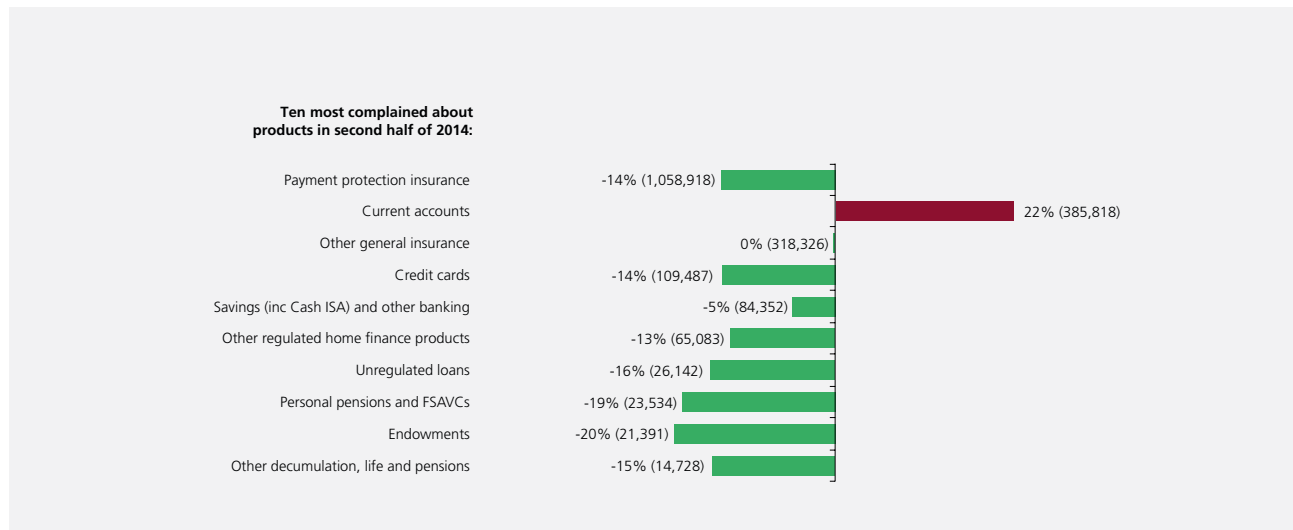


Figure 4: Percentage of complaints closed within eight weeks by type of product

