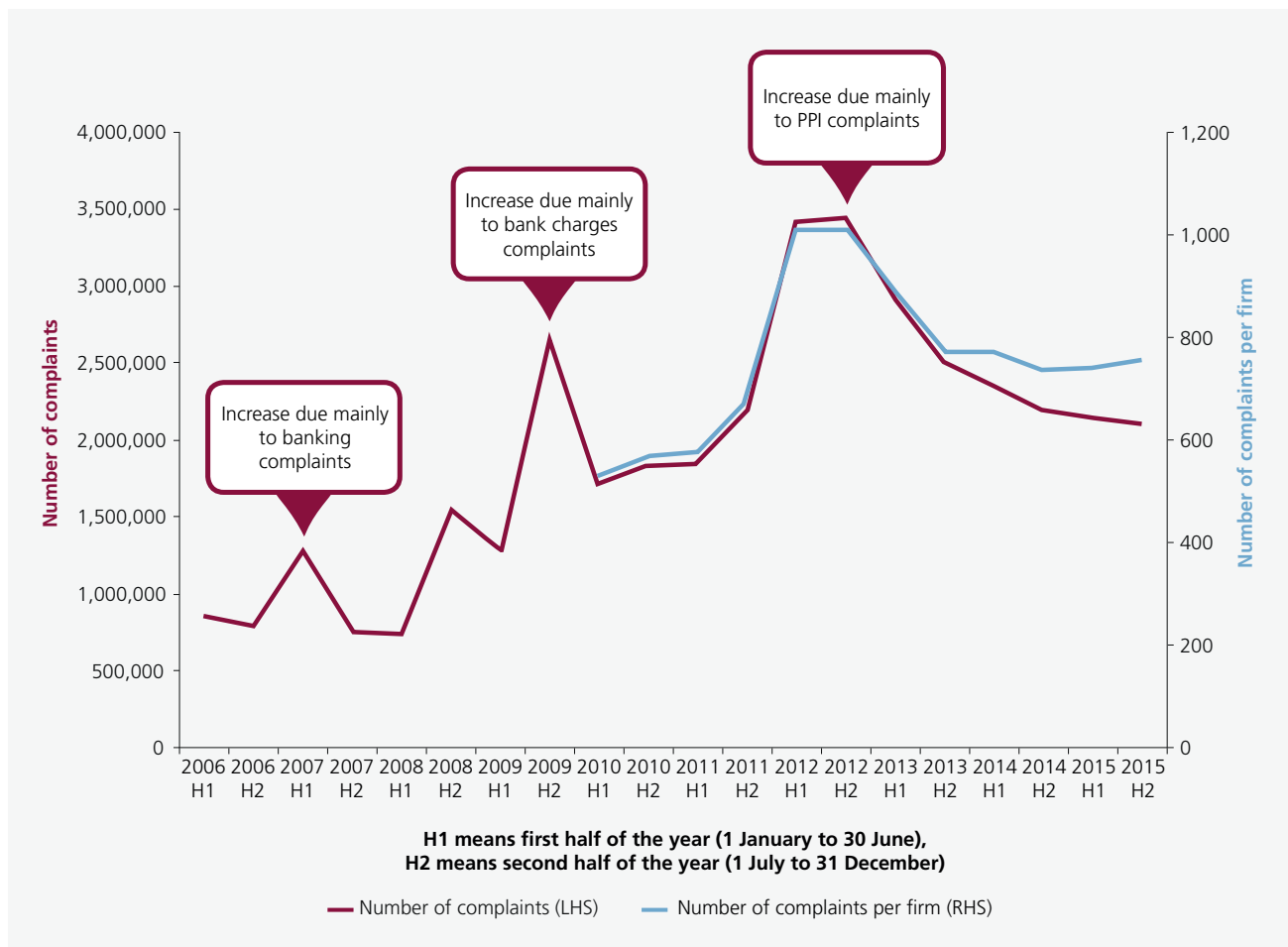


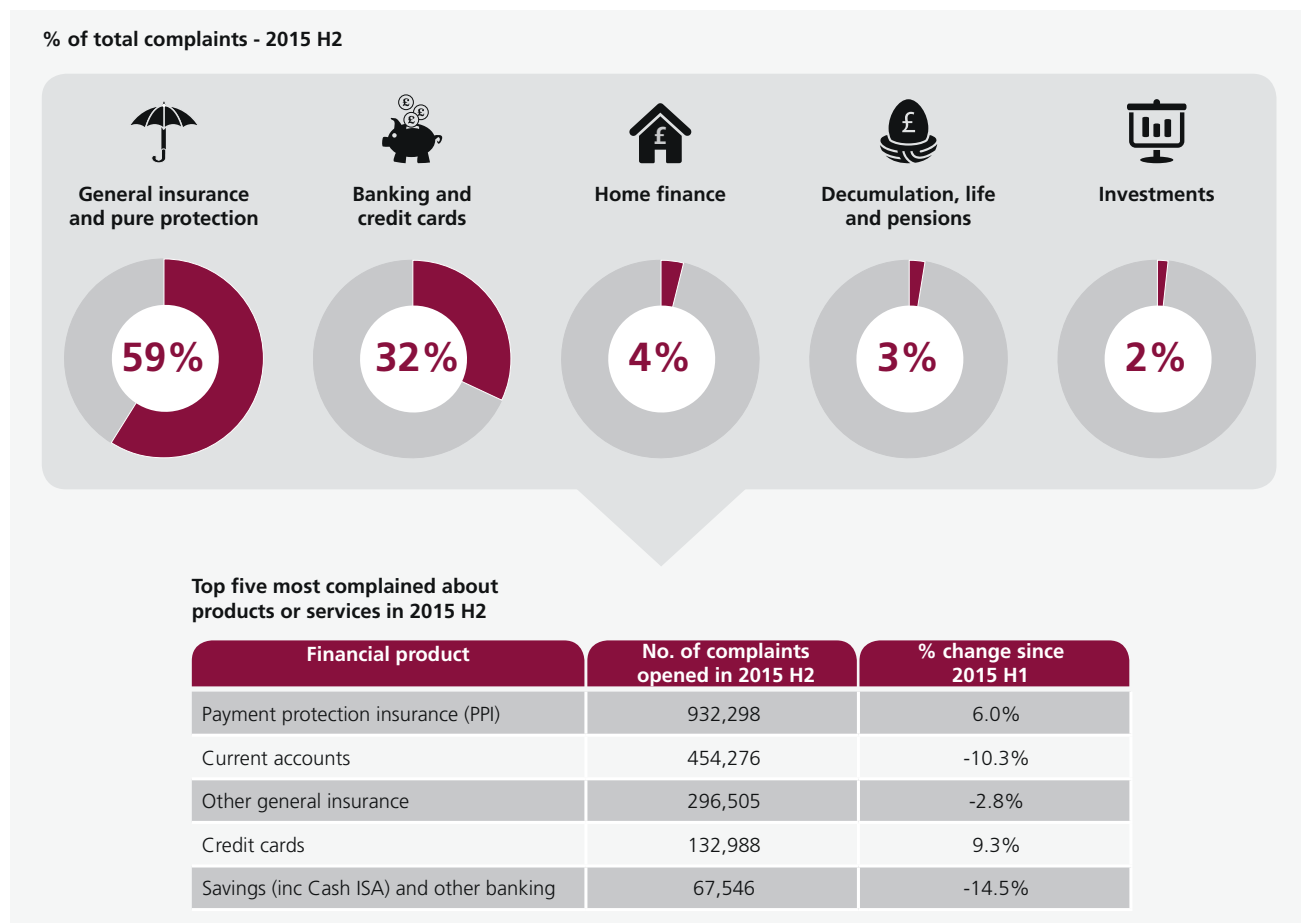
# Aggregate complaints data charts

No. 7 / March 2016

Figure 1: Total number of complaints opened and the average number of complaints



**Figure 2: Complaints broken down by product type and the top five most complained about products or services in 2015 H2**



**Figure 3: Percentage of total complaints opened by firm type**

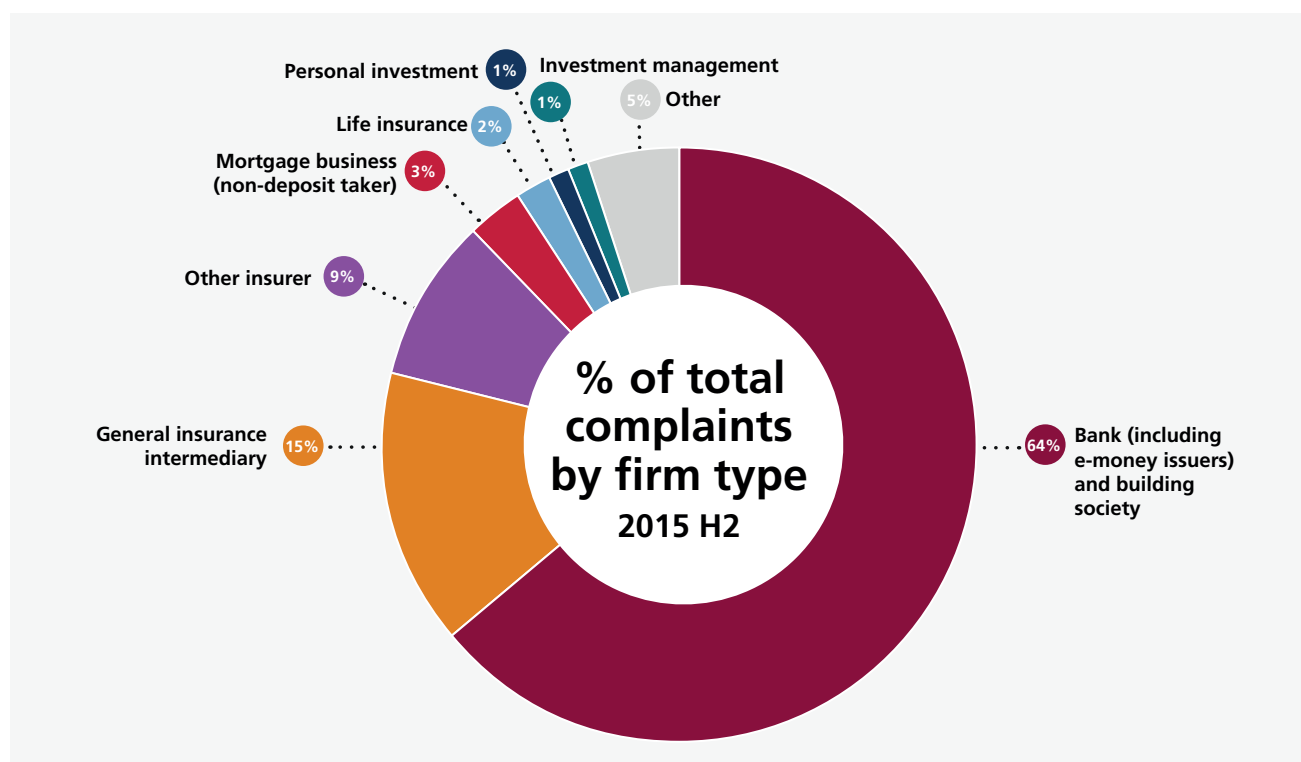


Figure 4: Percentage of total complaints opened by cause

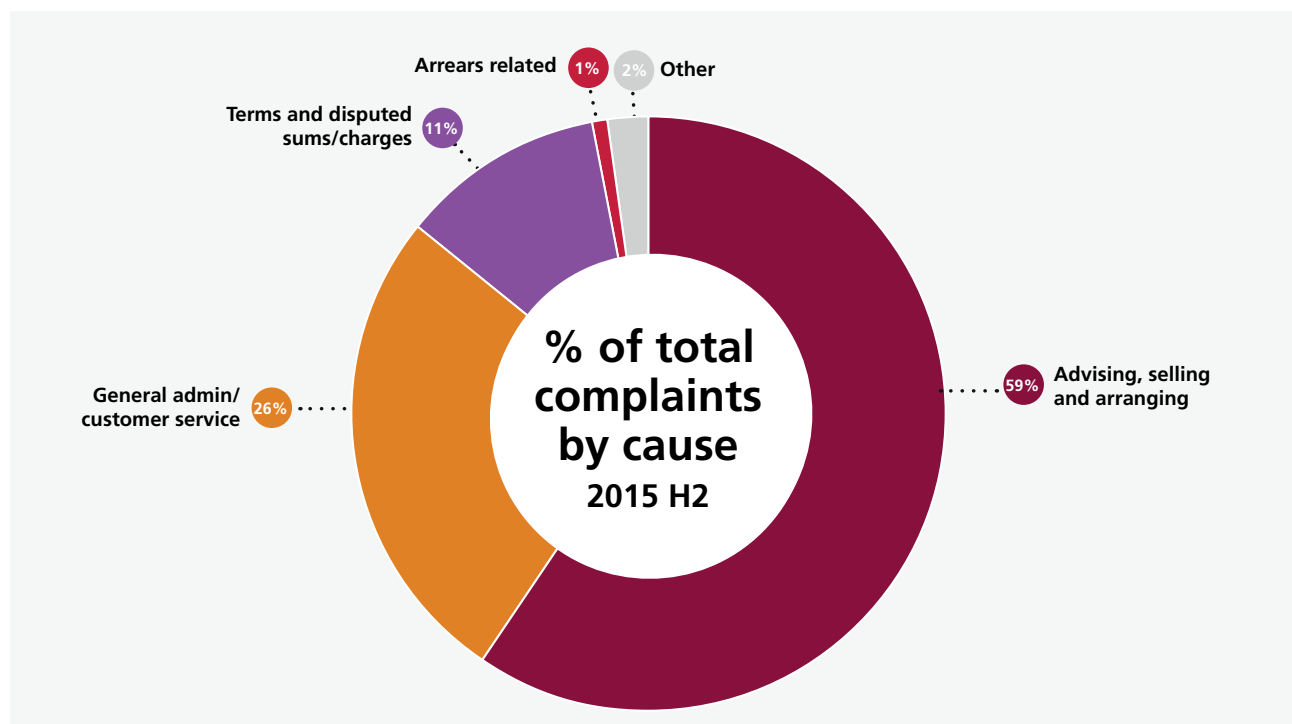
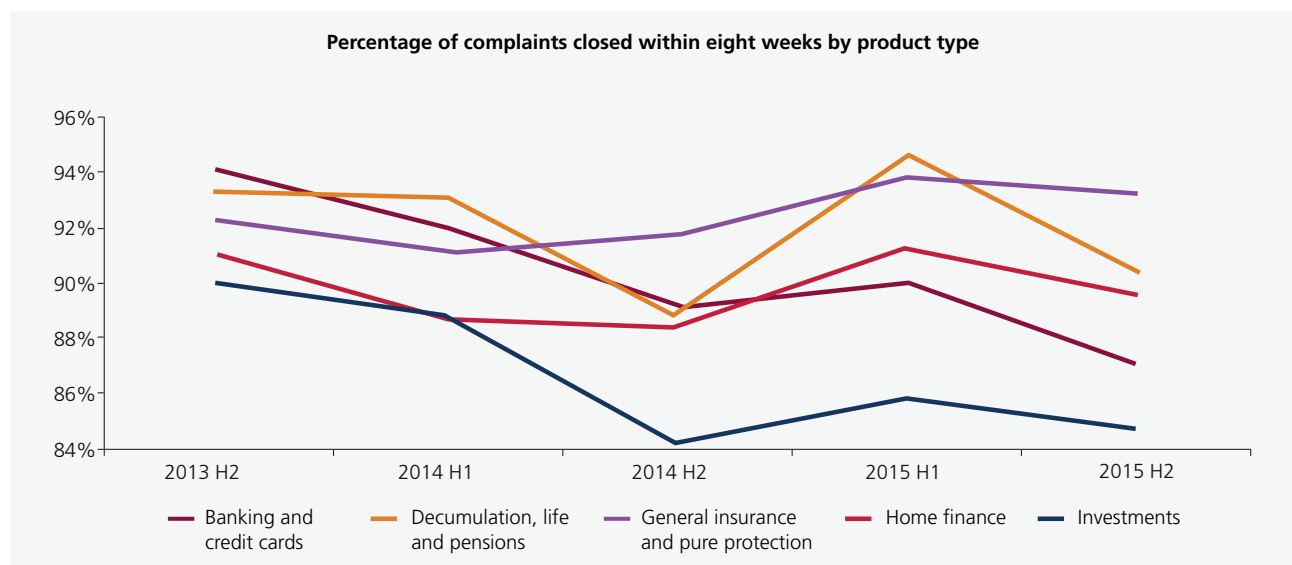


Figure 5: Percentage of complaints closed within eight weeks by type of product



**Figure 6: Average redress paid to consumers per firm for firms reporting one or more complaint**