

# Latest aggregate complaints data

Published: 14/06/2013

We are publishing our half-yearly aggregate complaints data, updated to include the second half (H2) of 2012. The data now include all complaints reported to us by firms with a reporting period end-date between 1 July to 31 December 2012.

## [Change to FCA aggregate complaints data: first half \(H1\) of 2013](#)

By aggregate we mean the total number of complaints split into three different categories:

- products – for example, banking or home finance (mortgages);
- type of firm – such as a Bank, Building Society or Investment Manager; and
- the cause of the complaints – including advice; general administration; or customer service.

The figures are presented in Excel and PDF below with different tabs covering different data.

[Complaints data 1 July to 31 December 2012 \(XLS\)](#)

[Complaints data 1 July to 31 December 2012 \(PDF\)](#)

You can search for:

- the number of complaints opened and closed by the firms;
- the number of complaints closed within eight weeks and the number of complaints upheld (where the firms agreed with the complaints); and
- the total amount of redress or compensation paid by the firms.

More information about the [aggregate complaints data](#).

## **Highlights for 2012 H2**

The total number of complaints increased by 1% to 3,422,384 in the second half of 2012 (Table 2.1 and Figure 1 below).

Complaints for all product groups decreased in the second half of 2012 with the exception of 'general insurance and pure protection' products, which increased by 5% to 2,494,247 (Table 2.1 and Figure 2 below). Most notably, within this product group were the number of complaints about payment protection insurance (PPI) which rose by 5% to 2,170,537 and accounted for 63% of total complaints (Table 2a and Figure 3).

The number of banking complaints decreased by 12% to 728,284. This represented an 8% decrease since the second half of 2011 and is at the lowest half-yearly number of such complaints since H2 2006. (Table 2.1 and Figure 2 below). Within banking products, the number of complaints about current accounts dropped by 6%, credit card complaints decreased by 14%, and complaints

about savings and other banking products fell by 20%. Complaints about unregulated loans decreased by 18% and complaints about general insurance (excluding PPI) increased by 6% (Table 2a and Figure 3).

There was a 5% fall in the volume of complaints about decumulation<sup>2</sup>, life and pensions products; this represented a 1% fall on the second half of 2011 (Table 2.1 and Figure 2 below).

The volume of complaints about endowments remained unchanged and the volume of complaints about investment bonds fell by 12% (Table 2a and Figure 3).

The volume of complaints about PPI account for many of the other trends in this data:

- The number of complaints to non-deposit taking mortgage businesses increased by 11% in the second half of 2012 to 105,510. Complaints to general insurance intermediaries increased by 9% to 467,830 (Table 2.2). Overall, complaints relating to 'advising, selling and arranging' increased by 5% to 2,295,778 (Table 2.3). Of those, the overwhelming majority (2,199,019, equating to 96%) concerned general insurance and pure protection products (Table 1).
- The percentage of general insurance and pure protection complaints closed within eight weeks increased from 84% in the first half of 2012 to 89% in the second half, while the number closed within eight weeks increased by 42% to 2,392,517 (Table 3.2).
- The total number of closed complaints increased by 26% to 3,782,484 (Tables 2.4 and 2.5). This was mainly caused by the number of closed general insurance and pure protection complaints which increased by 35% to 2,701,392 (Table 2.5).
- The percentage of upheld complaints decreased from 57% in 2012 H1 to 46% in 2012 H2 (Table 4.1). Again, this was mainly caused by the percentage of upheld general insurance and pure protection complaints decreasing from 62% to 48%.
- The total amount of redress paid decreased from £3,169 million in 2012 H1 to £2,946 million in 2012 H2 (Table 5.1). Within this, redress paid for general insurance and pure protection products decreased to £2,784 million from £3,004 million in 2012 H1.

1. H1 means first half of the year (1 Jan to 30 June), H2 means second half of the year (1 July to 31 December).
2. 'Decumulation' means the conversion of pension assets accumulated during working life into pension income to be spent during retirement.