

Latest on complaints



2,796

firms reported at least one opened complaint from January to June 2016

This is unchanged from the previous period between July and December 2015



2.05 million

total number of complaints reported by firms from January to June 2016

This is a 2.60% reduction from total number of complaints reported by firms between July and December 2015



1.12 million

the number of complaints opened when payment protection insurance (PPI) complaints are excluded from the total

This is a 4.3% reduction from July and December 2015



927,631

the number of payment protection insurance complaints in 2016 H1

Payment protection insurance (PPI) remains the most complained about product, with 45% of all complaints opened between January and June 2016



93%

of total complaints closed within eight weeks reported between January to June 2016

This is up from the 91% of complaints closed within eight weeks reported between July and December 2015



57%

of total complaints were upheld between January and June 2016

This is up from 54% between July and December 2015



£1.96bn

This is a reduction of 0.80% from the £1.97bn that was paid to consumers between July and December 2015