

Latest on complaints



2,798

firms reported at least one opened complaint from July to December 2015

This is a 3% reduction from the 2,886 firms that reported at least one opened complaint between January and June 2015



2.11 million

total number of complaints reported by firms from July to December 2015

This is a 1.4% reduction from total number of complaints reported by firms from between January and June 2015



1.17 million

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

This is a 7% reduction from January to June 2015



932,298

the number of payment protection insurance complaints in 2015 H2

Payment protection insurance (PPI) remains the most complained about product, with 44% of all complaints opened between July and December 2015



91%

of total complaints closed within eight weeks reported between July and December 2015

This is down from the 92% of complaints closed within eight weeks reported between January and December 2015



54%

of total complaints were upheld between July and December 2015

This is down from 55% between January and December 2015



£1.97bn

the amount of redress paid to consumers between July and December 2015 who have been mis-sold financial products

This is a reduction of 0.1% from the £1.98bn that was paid to consumers between January and June 2015