

AGGREGATE COMPLAINTS STATISTICS: 2006 to 2008

1 **Complaints by product and cause**

Complaints by product group and cause of complaint (2008 H2)

2 **Volumes**

2.1 Number of complaints by product group

2.2 Number of complaints by FSA firm type

2.3 Number of complaints by cause of complaint

2.4 Number of closed complaints by firm type

2a **Volumes by product name**

3 **Speed of resolution**

Proportion of complaints closed after 8 weeks by firm type

4 **Complaints Upheld**

Proportion of complaints upheld by firm type