

Complaints Opened

			2013	2014	2015
Banking and credit cards	Savings (inc Cash ISA) and other banking	1 Advising, selling and arranging	10,971	11,657	8,697
		2 Terms and disputed sums/charges	33,875	29,904	21,815
		3 General admin/customer service	132,481	120,843	106,147
		4 Arrears related	1,275	1,026	577
		5 Other	8,417	10,124	9,302
	Total		187,019	173,554	146,538
Investments	PEPs / ISAs (exc Cash ISAs)	1 Advising, selling and arranging	7,981	8,893	6,302
		2 Terms and disputed sums/charges	1,993	1,977	1,411
		3 General admin/customer service	19,487	19,343	17,473
		4 Arrears related	64	59	42
		5 Other	502	507	596

	Total	30,027	30,779	25,824
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