

Aggregate complaints data charts

No. 9 / April 2017



Figure 1: Highlights for 2016 H2

	All complaints	Excluding PPI
Total number of firms reporting one or more complaint	2,977	-
Total number of opened complaints reported by firms	3.04 million	2.15 million
PPI remains the most complained about product	895,110 <small>29% of all reported complaints, in this period, compared with 45% of all complaints in 2016 H1 under the old reporting rules</small>	-
Percentage of closed within three days (this is a brand new metric in the new return)	43%	63%*
Percentage of complaints closed within eight weeks	97% <small>compared with 93% in 2016 H1 under the old reporting rules</small>	97%*
Percentage of complaints upheld (where the firm agreed with the complainant)	60% <small>compared with 57% in 2016 H1 under the old reporting rules</small>	59%*
Total redress paid to consumers	£1.9 billion	Approximately £0.3 billion*

*Only available for firms reporting on the new return

Figure 2: Total complaints as a ratio of the context measure for each type of product

	Provision: Median of firm ratios	Number of firms in sample	Intermediation: Median of firm ratios	Number of firms in sample
Banking and credit card complaints per 1,000 accounts	3.61	41		
Decumulation & pensions complaints per 1,000 policies in force	1.53	35		
Home finance complaints per 1,000 balances outstanding	8.02	40		
Insurance complaints per 1,000 policies in force	3.23	112	Insurance complaints per 1,000 policies sold:	21.69 31
Investments complaints per 1,000 client accounts	1.99	46		

Figure 3: Causes of complaints 2016 H2

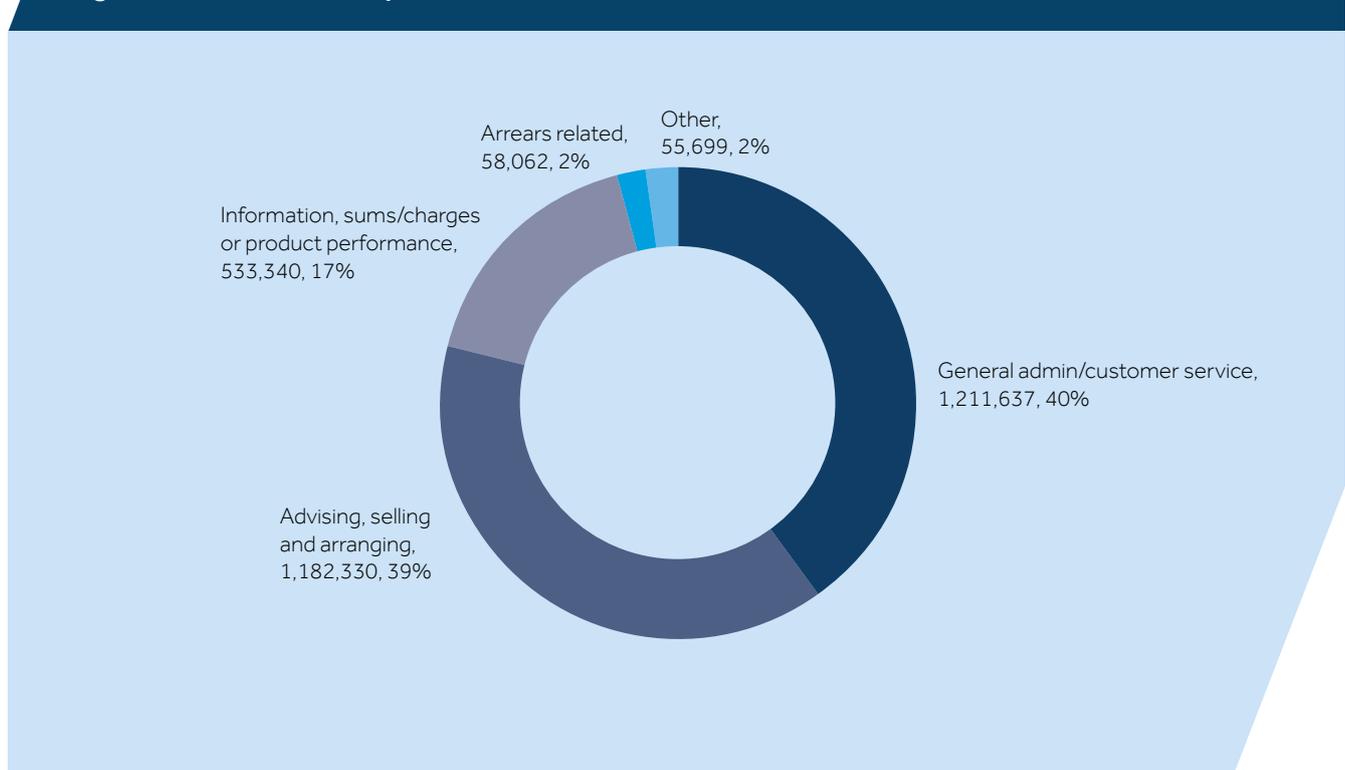


Figure 4: Complaints by product group 2016 H2

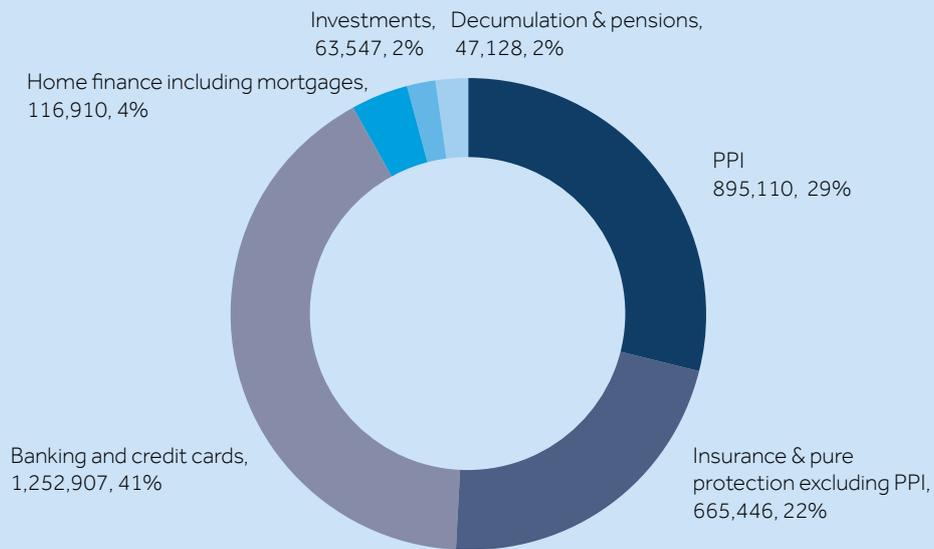


Figure 5: Percentage of complaints upheld by product group 2016 H2

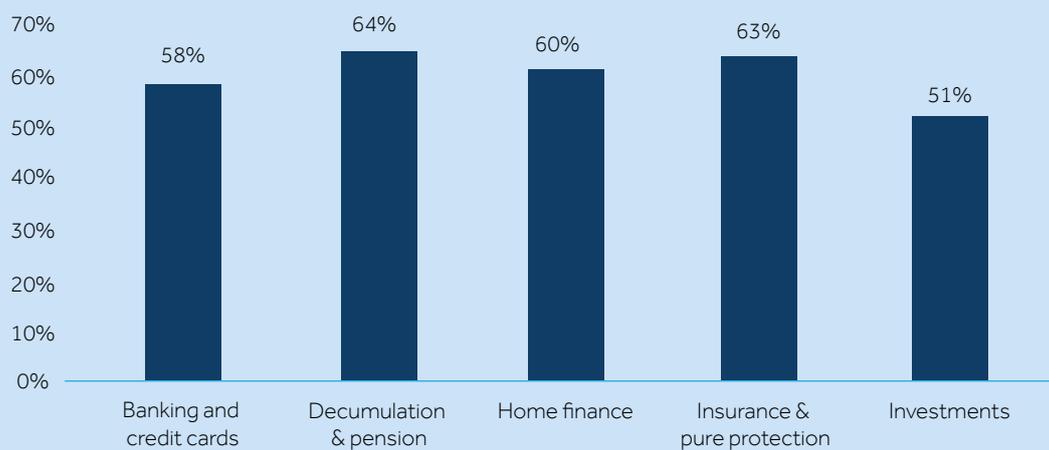


Figure 6: Percentage of complaints closed within eight weeks, and three days, by product group 2016 H2

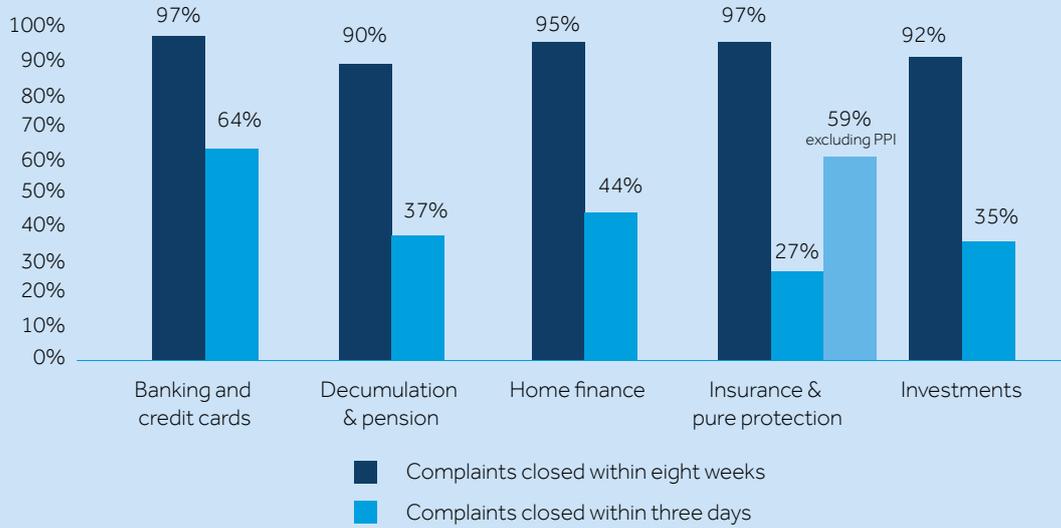


Figure 7: Redress paid (£) by product group 2016 H2

