

Current aggregate complaints data

Introduction

We are publishing our half-yearly aggregate complaints data updated to include the first half (H1) of 2012. The data now include all complaints reported to the FSA by firms for the period 1 Jan to 30 June 2012. By aggregate we mean the total number of complaints split into three different categories:

- **products** - for example, banking or home finance (mortgages);
- **type of firm** - such as pensions or investment business;
- **the cause of the complaints** - including advising; general administration; or customer service, among others.

The figures are presented in Excel and PDF below with different tabs covering different data.

[Complaints data 1 January to 30 June 2012 \(XLS\)](#)

[Complaints data 1 January to 30 June 2012 \(PDF\)](#)

You can search for:

- the number of complaints opened and closed by the firms;
- the number of complaints closed within 8 weeks and the number of complaints upheld (where the firms agreed with the complaints);
- the total amount of redress or compensation paid by the firms.

For more information about the aggregate complaints data, please visit the 'About the current aggregate complaints data' page.

Highlights for 2012 H1¹

Total overall number of complaints increased by 59% to 3,577,599 in the first half of 2012 (Table 2.1 and Figure 1 below).

The increase was driven by a rise in the volume of complaints about 'general insurance and pure protection' which increased by 99% to 2,541,430 (Table 2.1 and Figure 2 below). Most notably within this product group were the number of complaints about payment protection insurance (PPI) which rose by 129% to 2,232,294 making up 62% of total complaints (Table 2a and Figure 3).

The number of banking complaints increased by 5% to 828,040. This represents a 3% increase since the first half of 2011 but is still below the levels seen at the end of 2008. (Table 2.1 and Figure 2 below). Within banking products, the percentage of complaints about current accounts dropped by 13%. There was a small increase of 2% in complaints about savings and other banking products (Table 2a and Figure 3). Complaints about credit cards and unregulated loans continued to increase.

¹ H1 means first half of the year (1 Jan to 30 June), H2 means second half of the year (1 July to 31 December).

There was a 5% rise in the volume of complaints about decumulation², life and pensions products although this represented only a small increase since the first half of 2011 of 0.1% (Table 2.1 and Figure 2 below). The volume of complaints about endowments fell by 2% and the volume of complaints about investment bonds fell by 7% (Table 2a and Figure 3).

[Aggregate Complaints Data Charts \(Figure 1, 2 & 3\) \(pdf\)](#)

The volume of complaints about PPI account for many of the other highlights in this data:

- The number of complaints to banks and building societies increased by 67% in the first half of 2012 to 2,767,913 (Table 2.2).
- Overall, complaints caused by ‘advising, selling and arranging’ increased by 116% to 2,362,051 (Table 2.3). Of those, the overwhelming majority (2,256,707, equating to 96%) were about general insurance and pure protection products (Table 1).
- The percentage of general insurance and pure protection complaints closed within 8 weeks increased from 43% in 2011 H2 to 84% in 2012 H1 with the total number rising from 64% to 86% (Table 3.2). This reflects the temporary extension to the complaints handling time limit rules which was granted to a small number of firms in the previous half year period, allowing them more than 8 weeks to handle their backlog of PPI complaints.
- The total number of closed complaints increased by 30% to 3,130,615 (Tables 2.4 and 2.5). This was mainly caused by the number of closed general insurance and pure protection complaints which rose to 2,153,911 (Table 2.5).
- The percentage of upheld complaints declined from 60% in 2011 H2 to 58% in 2012 H1 (Table 4.1). Again this was mainly caused by the upheld general insurance and pure protection complaints decreasing from 69% to 63%.
- The total amount of redress paid increased from £2,250m in 2011 H2 to £3,155m in 2012 H1 (Table 5.1). Within this, redress paid for general insurance and pure protection products increased to £2,990m.

For more information please go to the ‘About the latest aggregate complaints data’ page.

² “Decumulation” means the conversion of pension assets accumulated during working life into pension income to be spent during retired life.