

Latest aggregate complaints data

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We are publishing our half-yearly aggregate complaints data, updated to include the first half (H1) of 2013. The data now includes all complaints reported to us by firms with a reporting period end-date between 1 January and 30 June 2013.

[Changes to FCA aggregate complaints data: first half \(H1\) of 2013](#)

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 a bank, building society or investment manager, and
- the cause of the complaints – including advice, general administration or customer service

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

- [Complaints data 1 January to 30 June 2013](#) (XLS)
- [Complaints data 1 January to 30 June 2013](#) (PDF)

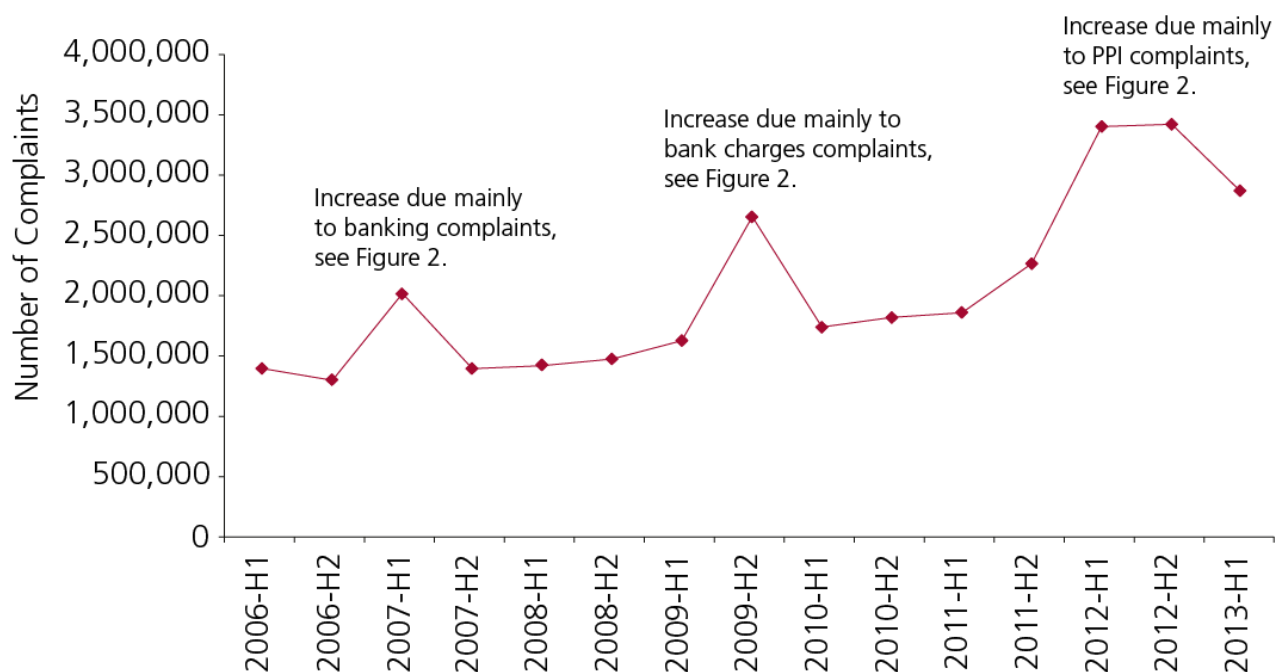
You can search for:

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

More information about the [aggregate complaints data](#).

Highlights for 2013 H1

The total number of complaints decreased by 15% to 2,907,117 in the first half (H1) of 2013 compared with the previous period (2012 H2). However, this is still 60% higher than the number of complaints in 2010 H2 (Table 2.1 and Figure 1 below).



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

[Figure 1: Total opened complaints over time](#)

Complaints by firm type

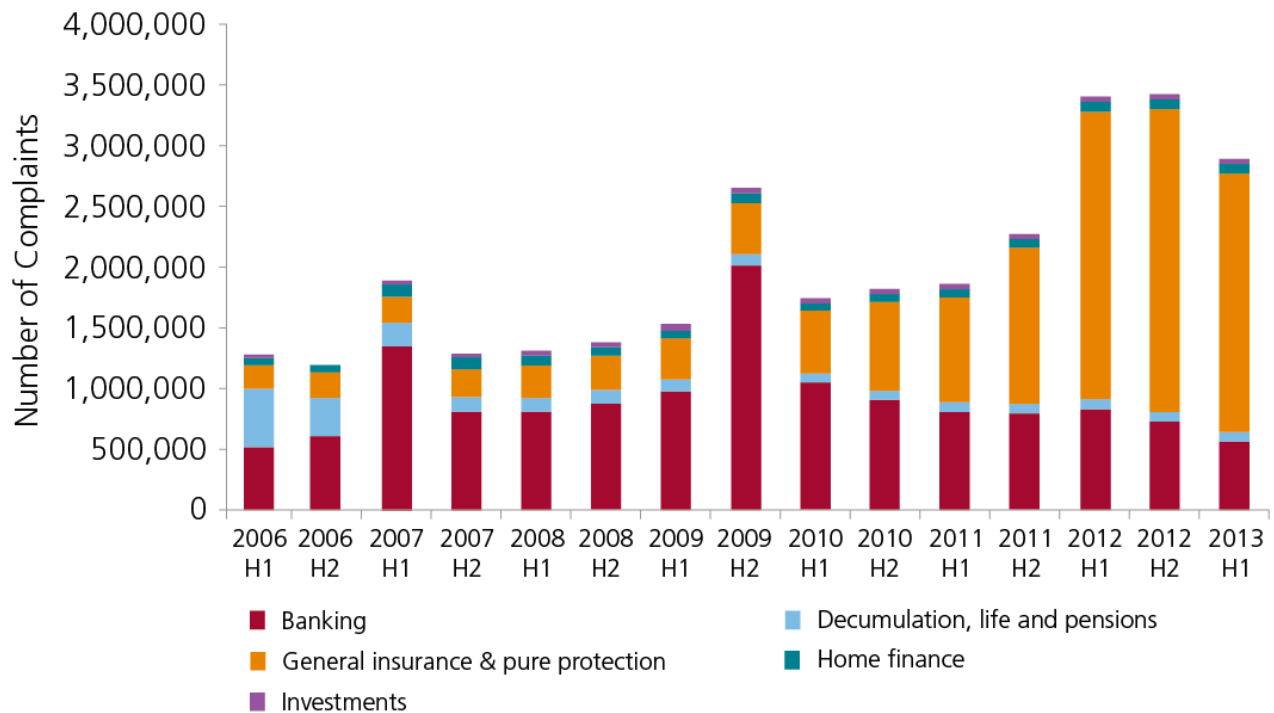
Complaints to banks and building societies decreased by 26% to 1,903,423 in 2013 H1 (Table 2.2). This was partly caused by MBNA Limited changing firm types from 'bank and building society' to 'other' following cancellation of their accepting deposits regulated activity in January 2013; complaints to banks and building societies would have decreased by 17% in 2013 H1 had MBNA remained in this category and, complaints to other types of

firms would have decreased by 35%^[2].

Complaints to non-deposit taking mortgage firms were down by 21% to 82,862 in 2013 H1, and complaints to general insurance intermediaries were down 15% to 395,616.

Complaints by cause of complaint and type of product

Complaints caused by advising, selling and arranging fell by 17% to 1,909,167 (Table 2.3) and complaints about general insurance and pure protection products (including payment protection insurance) fell by 15% to 2,126,403 (Table 1, Table 2.1 and Figure 2 below).



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

Figure 2: Number of opened complaints by type of product

These falls were mainly driven by a fall in payment protection insurance (PPI) complaints, down 18% in 2013 H1 to 1,786,626 and from 2,170,175 in 2012 H2 (Table 2a and Figure 3 below). 61% of all complaints were about PPI, down from 63% in 2012 H2; this compares with 7% at the start of the PPI series in 2009 H2.

Complaints about terms and disputed sums and charges decreased by 24% to 317,660 in 2013 H1, down 35% from 485,334 during the same period last year. Complaints about general administration or customer service decreased by 3% to 589,475 in 2013 H1 (Table 2.3).

Complaints about banking products fell by 21% compared with 2012 H2 and 30% on 2012 H1 to 578,272 (Table 2.1), the lowest since 2006 H2. This was mainly driven by the continuing fall in complaints about current accounts, down by 8% in 2013 H1 to 280,711 and credit cards, down by 42% to 164,134 (Table 2a and Figure 3 below).

Ten most complained about products between second half of 2012 and the first half of 2013:

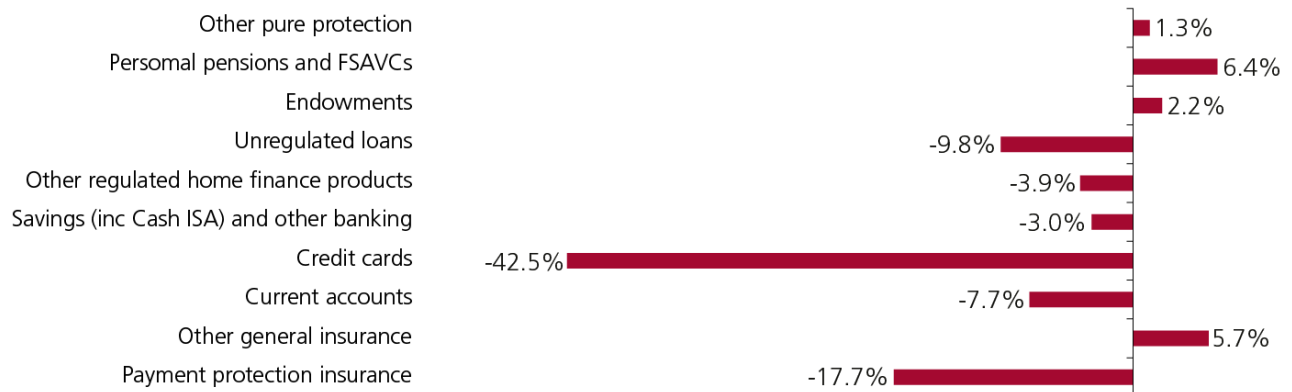


Figure 3: Percentage change in volume of opened complaints for the ten most complained about products between the second half of 2012 and the first half of 2013

Complaints about other general insurance products (excluding PPI) increased by 6% to 313,860.

Complaints about investment products increased by 12% in 2013 H1 to 46,248 (Table 2.1). Included in this product group, complaints about PEPs / ISAs (excluding Cash ISAs) increased by 19% on the half year to 15,844; complaints about investment management/service (including platforms) increased by 28% in 2013 H1 to 6,479 and complaints about investment trusts rose by 148% to 1,489 (Table 2a).

Complaints about decumulation^[3] life and pensions products increased by 1% in 2013 H1 to 79,383 following a 5% fall between the first and second half of 2012 (Table 2.1). Complaints about personal pensions and FSAVCs (free-standing additional voluntary contribution schemes) increased by 6% in 2013 H1 to 24,180 and complaints about endowments increased by 2% to 35,238 (Table 2a and Figure 3 above).

Complaint handling

92% of complaints were closed within eight weeks in 2013 H1, compared with 88% in 2012 H2, and the highest percentage since the start of the data set in 2006 H1. Life insurers closed the highest percentage within eight weeks, 96% in 2013 H1, unchanged over the year, while other insurers (excluding life insurers) closed the lowest percentage at 88%, up from 85% in the same period last year (Table 3.1). 91% of GI and pure protection (including PPI) complaints were closed within eight weeks in 2013 H1, compared with 43% 2011 H2. 95% of banking complaints were closed within 8 weeks in 2013 H1 rising from 87% in 2012 H2. 90% of investment complaints were closed within eight weeks, unchanged since 2012 H2 but up from 88% in the same period last year (Table 3.2).

51% of complaints were upheld compared with 46% in 2012 H2 and 57% in 2012 H1. This was mainly caused by an increase in the percentage of upheld GI and pure protection complaints (including PPI), increasing from 48% to 53% between 2012 H2 and 2013 H1 following a fall from 62% in 2012 H1 (Table 4.2). Upheld rates also increased in 2013 H1 for banking products (from 40% to 45%), home finance products (43% to 46%) and investment products (45% to 46%). Non-deposit taking mortgage firms upheld the least as a percentage of closed complaints, 30% in 2013 H1, down from 35% in 2012 H2, and compared with 48% in 2010 H2. Other insurers (excluding life insurers) upheld the most as a percentage of closed complaints at 57% in 2013 H1, up from 55% in 2012 H2 and 54% in 2012 H1 (Table 4.1).

Redress

The total amount of redress paid fell from £2.96bn in 2012 H2 to £2.55bn in 2013 H1 and from £3.18bn in 2012 H1. This compares with £299m paid in 2009 H2. £2.39bn was paid for GI and pure protection products (including PPI), making up 94% of all redress payments, compared to £2.78bn in 2012 H2 and just over £3bn in 2012 H1 (Table 5.1). 81% of redress in 2013 H1 was paid by banks and building societies.

Notes

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).
2. MBNA Limited's complaints data can be viewed on our [firm level complaints data page](#).
3. 'Decumulation' means the conversion of pension assets accumulated during working life into pension income to be spent during retirement.