

Clear resolve

The Financial Ombudsman in 2015-16

Disputes

34,095
total disputes received
7% from the previous year

214,439
phone enquiries
1.9% from the previous year

2,875
financial difficulty disputes accepted
30% from the previous year

64 systemic issues resolved

245
investigations of alleged breaches
of industry codes of practice

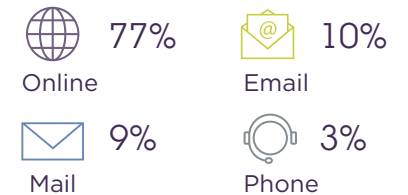
32,871
total disputes closed
61% resolved by agreement
16% resolved by FOS decision
or assessment
23% discontinued or outside
Terms of Reference

2,436
disputes closed with a panel,
ombudsman or adjudicator decision

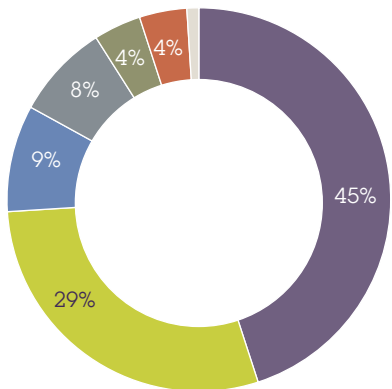
Resolution times

43% resolved within a month
62 average days to resolution

Top ways to lodge a dispute

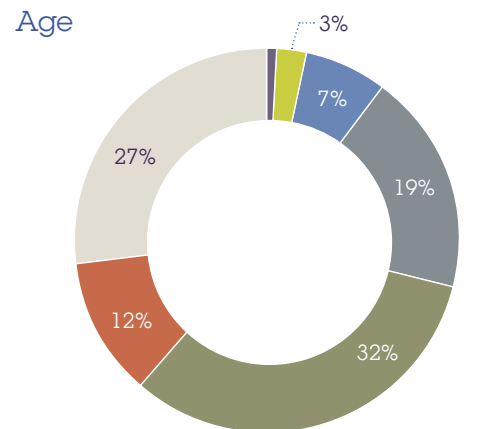


What the disputes were about



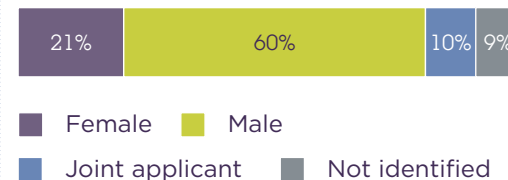
- Credit
- General insurance
- Deposit taking
- Payment systems
- Investments and advice
- Life insurance
- Other

Who lodged a dispute

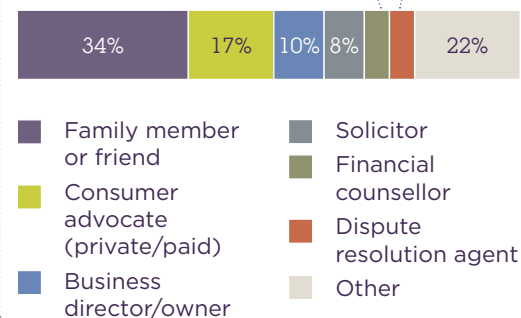


- ≤17
- 25-29
- 18-24
- 30-39
- 40-59
- 60+
- Other/not specified

Gender



Representation



Location

