

## **CIFO guidance on complaint categorisation**

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### **Introduction**

The Channel Islands Financial Ombudsman (CIFO) was established by law in Jersey and the Bailiwick of Guernsey to resolve complaints about financial services provided in or from the Channel Islands. CIFO uses a complaint management system (CMS) to log and record the progress to resolution of all complaints received. The information in this document is provided for financial services providers (FSPs) as, during the complaint process, they will be asked to verify the information recorded against each complaint case against them is correct on CIFO's CMS. The information below explains some of the key information fields that are recorded for each complaint received. Certain information fields are included in statistical data already published by CIFO in quarterly complaint statistics and in the statistical section of CIFO's annual reports. Some may also be published as part of our summary statistical data on complaints that will be broken down by FSP.

The following are descriptions of the relevant information fields to assist FSPs to verify the complaint information collected.

### **Case Number**

CIFO's unique complaint case reference identification number (e.g., 20-000123).

### **Primary Complainant**

This is the name of the individual who has made the complaint, either as an individual or on behalf of a micro-enterprise or a charity. CIFO will never publish this information.

### **Primary Complainant's Country/Region**

This is the jurisdiction in which the complainant was resident at the time the complaint was made.

### **FSPs**

This shows the financial services provider (FSP) that was the subject of the complaint: the legal respondent, and usually the holder of the relevant licence from the local financial sector regulator, that is responsible for what is being complained about.

### **FSP's Country/Region**

This shows the jurisdiction from where the financial services provider (FSP) provided the financial services complained about.

## **Sector and Product**

CIFO uses 5 sectors to describe the broad area of financial services relating to each complaint. These are: Banking, Insurance, Investments, Pensions, and Non-bank money services/credit. Each sector lists the financial product or service to which the event complained about relates underneath:

### **Banking**

- Business account
- Consumer loan
- Credit card account
- Current account
- Financial advice
- Fixed-term deposit account
- Hire purchase agreement
- Money transfer
- Mortgage
- Other investments
- Overdraft facility on current account
- Payment protection insurance
- Safe custody/safety deposit box
- Savings account

### **Insurance**

- Automobile/bicycle/vehicle insurance
- Health insurance
- Home building/contents insurance
- Income/profit protection
- Legal insurance
- Life assurance policy
- Payment protection insurance
- Travel insurance
- Whole of life insurance (Investment)
- Home emergency insurance
- Business insurance
- Other insurance

### **Investment/Funds**

- Financial advice
- Money transfer
- Mutual funds, unit trusts, collective investment schemes

- Stocks and shares
- Other investments

### **Non-Bank Money Services/Credit**

This sector is for non-banks providing these types of money or credit services:

- Consumer loan
- Debt collection
- Money transfer
- Mortgage
- Payment protection
- Personal loan
- Prepaid Euro card
- Other non-bank money services/credit

### **Pension**

- Private pension product
- Employer pension scheme
- Public sector pension

### **Primary Issue**

This shows the issue involved in the complaint. The available options are:

- Closure of account
- Dispute payment out
- Enforcement/collection
- Fees/charges
- Interest charged/paid
- Mis-selling/Unsuitable Advice
- Non-payment of claim
- Poor administration or delay
- Refusal of service
- Transaction error
- Fraud
- Power of Attorney
- Grant of Probate
- Joint account
- Suitability
- Other issue

### **Complainant Type**

This is the type of complainant, for example: Consumer/individual, Charity, Microenterprise, or Trustee.

### **Outcome**

This shows the outcome of CIFO's complaint resolution process. The available options are:

- Upheld - in favour of the complainant
- Not upheld - in favour of the FSP
- Upheld in part - in favour of the complainant
- Settled by FSP – FSP’s further offer accepted before CIFO fully investigated case
- Out of mandate - rejected for other reasons
- Withdrawn by complainant – complainant terminated CIFO process

CIFO’s Principal Ombudsman will keep this guidance under review in light of complaint cases received by CIFO and will publish updated guidance if necessary. This version is correct as of 1 August 2022. Any comments or suggestions on this guidance may be sent to [consultations@ci-fo.org](mailto:consultations@ci-fo.org).