

CIFO PUBLIC COMPLAINT STATISTICS - Q1 2022

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 March 2022 (Q1 2022)

CIFO is the joint operation of two statutory ombudsman roles, established in law by the Financial Services Ombudsman (Jersey) Law 2014 and the Financial Services Ombudsman (Bailiwick of Guernsey) Law, 2014. The primary role of CIFO is to resolve complaints about financial services provided in or from Jersey, Guernsey, Alderney and Sark (collectively the Channel Islands).

The legislation sets out CIFO's 'mandate' – in particular, the types of financial services that can be complained about, the type of complainant that may use the service and the time limits that apply. Complaints may also be outside of CIFO's mandate for reasons that include if the matter has already or is being considered in another forum such as a court or if the complainant has not suffered any compensatable loss.

Please note that some percentages may not add up to 100% due to rounding.

I: ANALYSIS OF COMPLAINTS

This section provides information concerning complaints, which are all complaints which have been received whether they are ultimately deemed within CIFO's mandate or not.

Period Analysis (Q1 2022)	
Complaints on hand at start of the period	203
Net adjustment on opening figure - complaints reopened	4
Complaints opened during the period	134
Complaints closed during the period	119
Net change in number of complaints on hand	19
Complaints on hand at the end of the period	222

Cumulative Analysis 2022	
Complaints on hand at start of 2022	203
Total Complaints Received	138
Total Complaints Closed	119
Complaints on hand at the end of the period	222

Q1 COMPLAINT HIGHLIGHTS

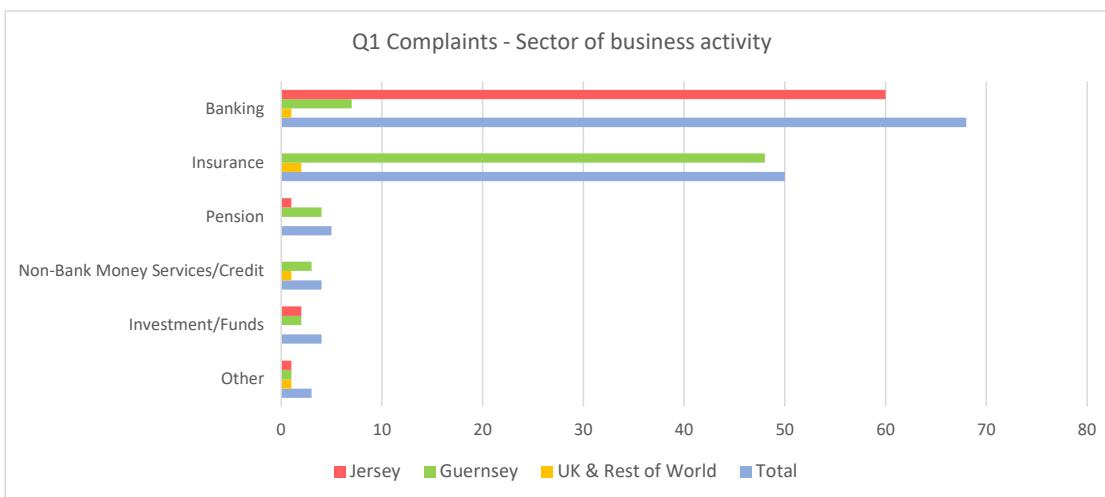
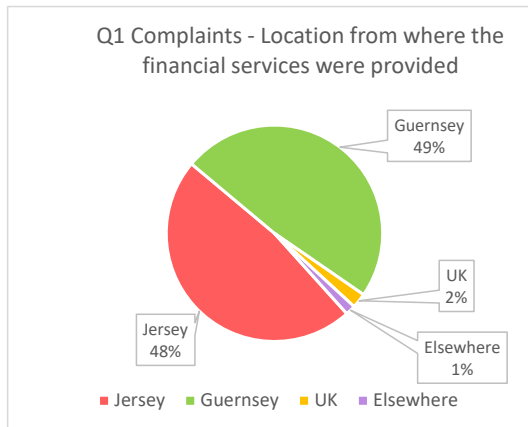
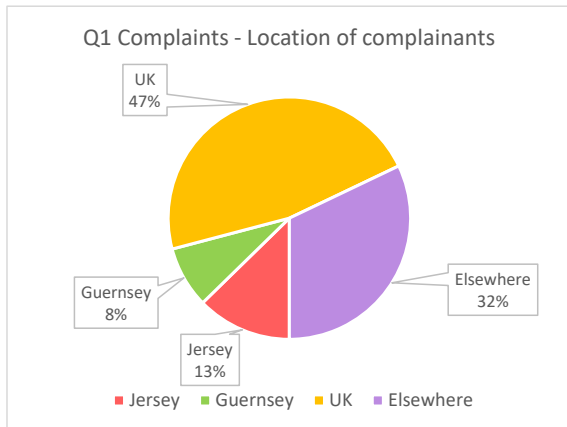
Of the 119 closed in Q1 2022:

- 34% (41) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 11% (13) were determined by the Ombudsman;
- 37% (44) were successfully mediated;
- 18% (21) were withdrawn by the complainant after coming to CIFO.

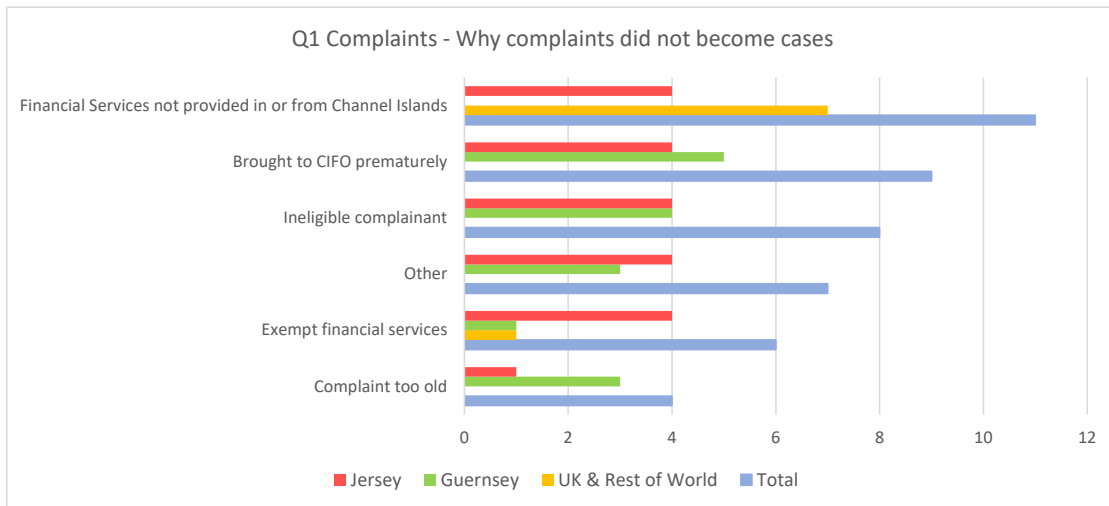
Of the 41 out-of-mandate complaints:

- 25% (11) related to financial services that were not provided in or from the Channel Islands;
- 23% (10) were brought to CIFO prematurely;
- 18% (8) complaints were brought to CIFO by ineligible complainants;
- 16% (7) were out-of-mandate for other reasons.
- 14% (6) related to financial services that are excluded by law from CIFO's mandate;
- 2% (1) complaint was too old (complaints must be brought within 6 years of the act to which the complaint relates or within 2 years of the date the complainant was aware they had reason to complain);
- 2% (1) complaint was about event before CIFO's mandate was effective (1 January 2010 for Jersey, 2 July 2013 for Guernsey);

^[1] Please note some complaints may have been out-of-mandate for more than one reason.



Reasons for the 41 complaints that were out-of-mandate (OOM)								
Reason	Jersey		Guernsey		UK & Rest of World		Total	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
Financial Services not	4	18%	0	0%	7	88%	11	25%
Brought to CIFO prematurely	5	23%	5	36%	0	0%	10	23%
Ineligible complainant	4	18%	4	29%	0	0%	8	18%
Other	4	18%	3	21%	0	0%	7	16%
Exempt financial services	4	18%	1	7%	1	12%	6	14%
Complaint about event before CIFO mandate effective date	0	0%	1	7%	0	0%	1	2%
Complaint too old	1	5%	0	0%	0	0%	1	2%
Total reasons	22	100%	14	100%	8	100%	44	100%



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	41	34%
Complaint withdrawn by complainant after coming to CIFO	21	18%
Case Files Mediated in Favour of Complainant	21	18%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	4	
- Compensation more than FSP offer	17	
Case Files Mediated in Favour of FSP	23	19%
Case Files Determined in Favour of Complainant	6	5%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	4	
Case Files Determined in Favour of FSP	7	6%
Total Closed Complaints	119	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	125	93%
Individual (Trustee)	1	1%
Microenterprise	8	6%
Charity	0	0%
Other	0	0%
Total	134	100%

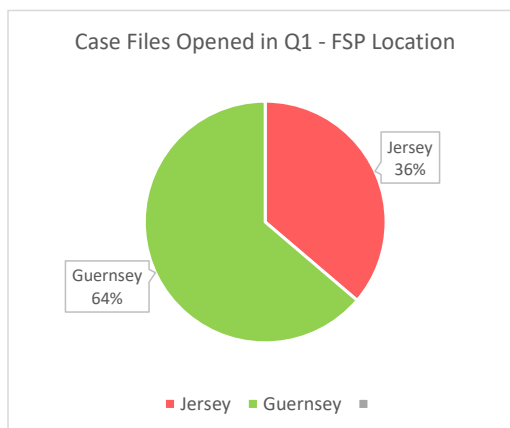
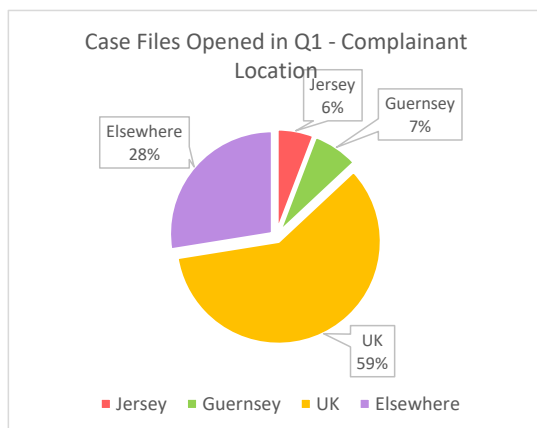
II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2022)	
Opening Case File Inventory as at 1 January 2022	132
Case Files Opened in Q1 2022	69
Case Files Re-opened 2022	1
Case Files Closed in Q1 2022	67
Net Period Change in Case File Inventory	3
End of Period Case File Inventory as at 31 March 2022	135

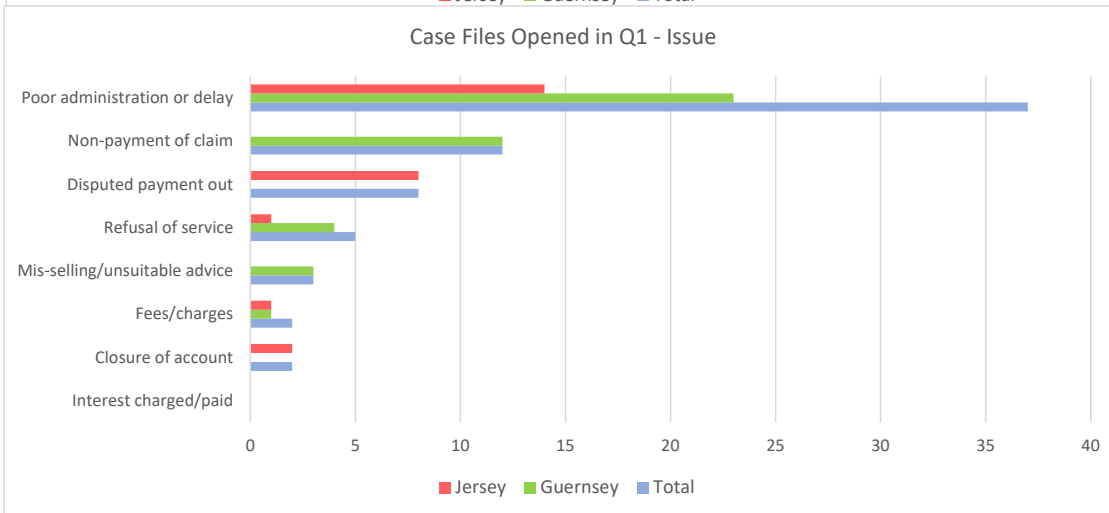
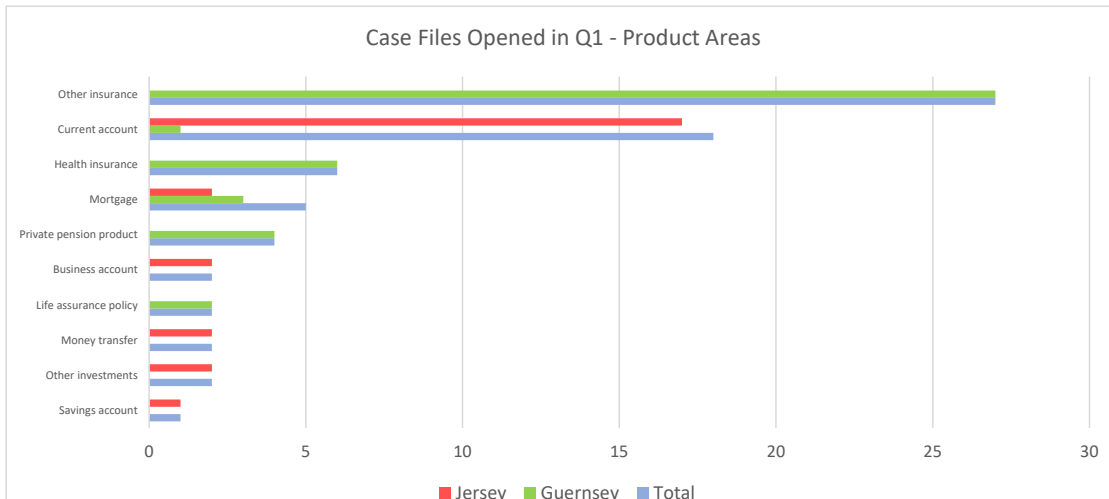
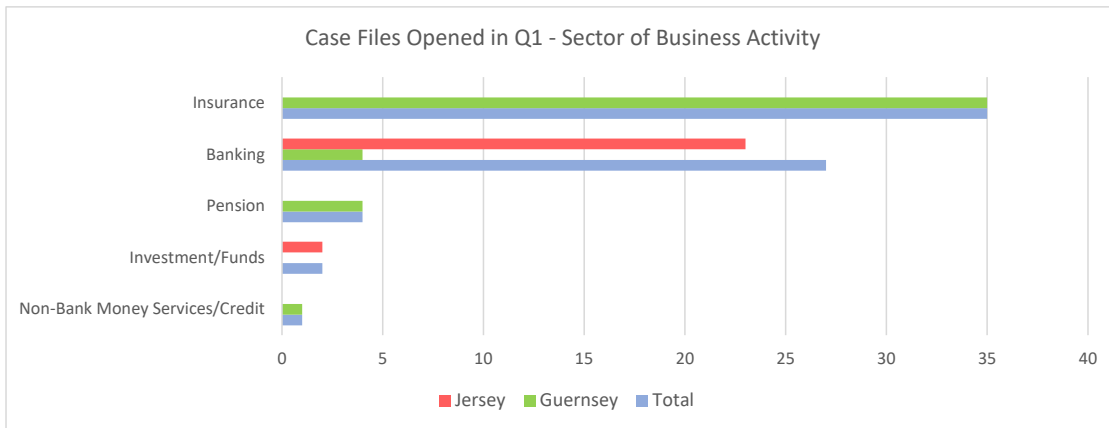
Cumulative Analysis	
Opening Case File Inventory as at 1 January 2022	132
Case Files Opened 2022	69
Case Files Re-opened 2022	1
Case Files Closed 2022	67
Net Period Change in Case File Inventory	3
End of Period Case File Inventory as at 31 March 2022	135

CASE FILE HIGHLIGHTS

- Of the 44 case files closed by mediation in Q1 2022, 48% (21) were mediated in favour of the complainant, with 81% (17) receiving compensation higher than the FSP's original offer and 19% (4) receiving the same amount compensation as originally offered. 52% (23) of case files were mediated in favour of the FSP.
- Of the 13 case files closed by determination in Q1 2022, 46% (6) were determined in favour of the complainant, with 67% (4) receiving compensation higher than the FSP's original offer and 33% (2) receiving the same amount of compensation as originally offered. 54% (7) case files were determined in favour of the FSP.
- Of the 69 case files opened in Q1 2022, 6% (4) involve a Jersey-based complainant, 7% (5) involve a Guernsey-based complainant, 59% (41) involve a UK-based complainant, and 28% (19) involve a complainant from elsewhere.



CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 69 case files opened by CIFO in Q1 2022, 39% (27) related to other insurance, 26% (18) related to current accounts and 9% (6) related to health insurance. The remaining 18 case files were in relation to 7 other product types.
- Poor administration or delay was the most common issue, occurring in 54% (37) of the case files opened by CIFO this quarter.
- Non payment of claim was the second most common issues, represented in 17% (12) of cases files and the third most common issue was disputed payment represented in 12% (8) of case files.

Q1 Case Files - Top Product Areas		
Product	Number	Percentage
Other insurance	27	39%
Current account	18	26%
Health insurance	6	9%

Q1 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	37	54%
Fees and charges	12	17%
Refusal of service and Disputed payment out	8	12%