

CIFO PUBLIC COMPLAINT STATISTICS - Q1 2023

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 March 2023 (Q1 2023)

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 2023)	
Complaints on hand at start of the period	175
Net adjustment on opening figure - complaints reopened	3
Complaints opened during the period	151
Complaints closed during the period	146
Complaints on hand at the end of the period	183
Cumulative Analysis 2023	
Complaints on hand at start of 2023	175
Net adjustment on opening figure - complaints reopened	3
Total complaints received	151
Total complaints closed	146
Complaints on hand at the end of the period	183

Q4 COMPLAINT HIGHLIGHTS

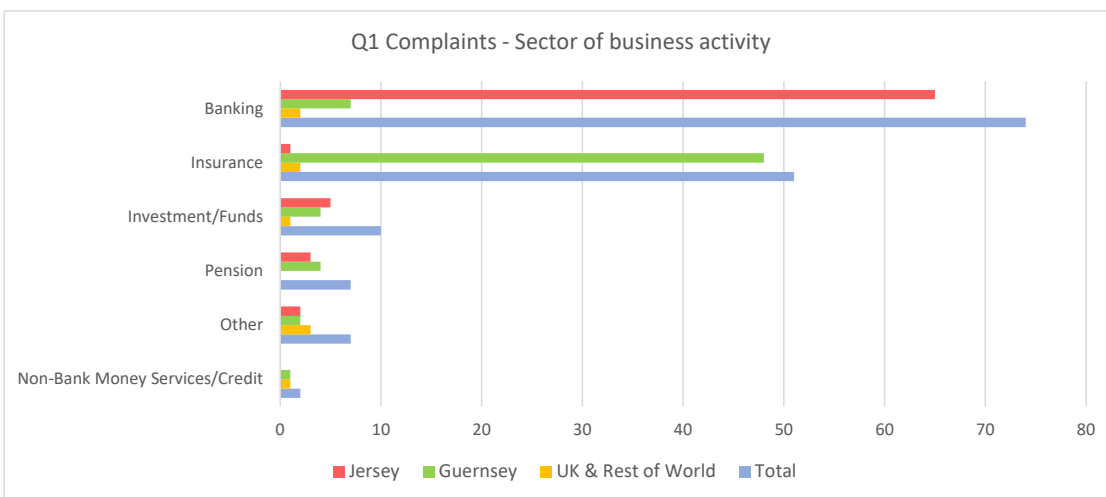
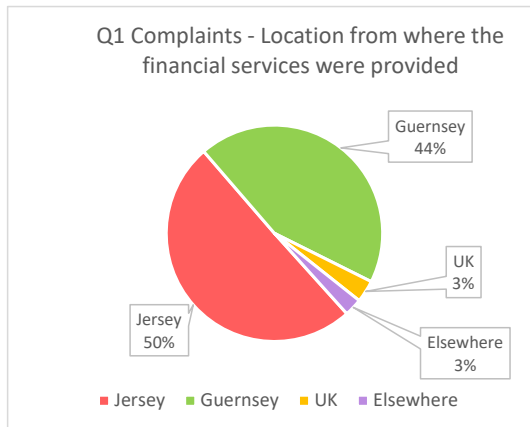
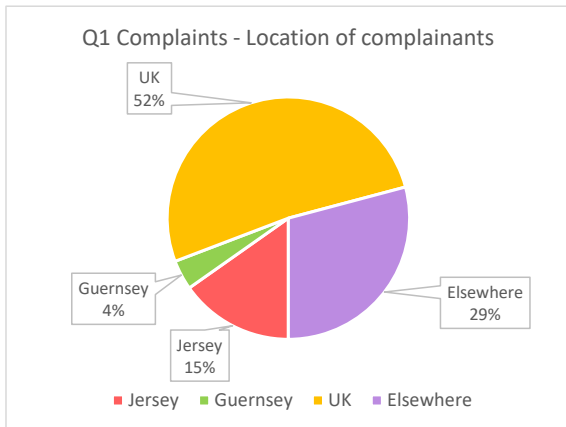
Of the 146 closed in Q1 2023:

- 36% (53) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 34% (50) were successfully mediated;
- 14% (20) were settled by the FSP after the complainant came to CIFO;
- 13% (19) were determined by an Ombudsman;
- 3% (4) were withdrawn by the complainant after coming to CIFO.

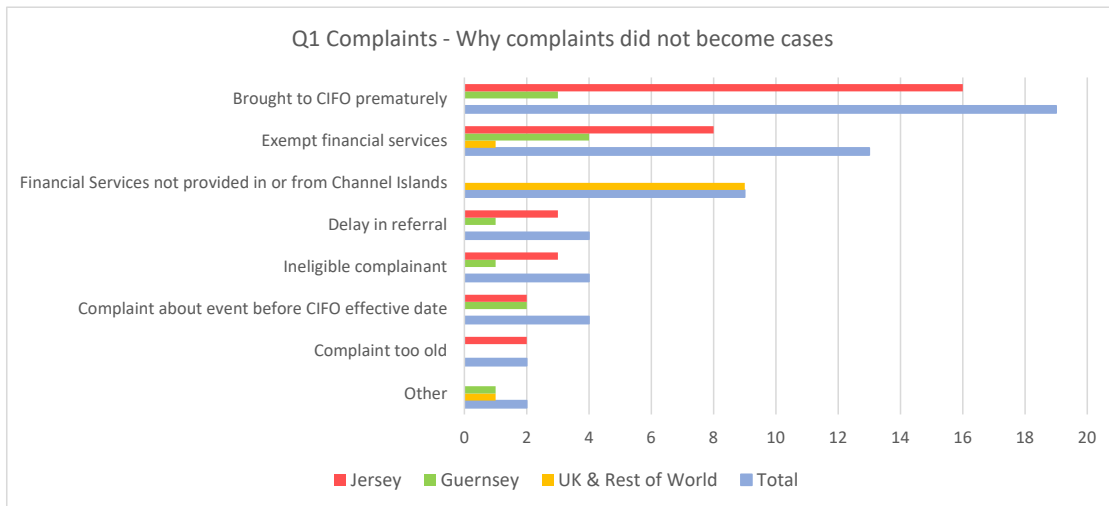
Of the out-of-mandate complaints:

- 36% (19) were brought to CIFO prematurely;
- 23% (13) related to financial services that are excluded by law from CIFO's mandate;
- 16% (9) related to financial services that were not provided in or from the Channel Islands.
- 7% (4) there was a delay in referral to CIFO;
- 7% (4) complaints were brought to CIFO by ineligible complainants;
- 7% (4) complaint was about event before CIFO's mandate was effective (1 January 2010 for Jersey, 2 July 2013 for Guernsey);
- 4% (2) were out-of-mandate as they were too old;
- 4% (2) were out-of-mandate for other reasons;

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



Reasons for the 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
Brought to CIFO prematurely	16	47%	3	25%	0	0%	19	33%
Exempt financial services	8	24%	4	33%	1	9%	13	23%
Financial Services not provided in or from Channel Islands	0	0%	0	0%	9	82%	9	16%
Delay in referral to CIFO	3	9%	1	8%	0	0%	4	7%
Ineligible complainant	3	9%	1	8%	0	0%	4	7%
Complaint about event before CIFO mandate effective date	2	6%	2	17%	0	0%	4	7%
Complaint too old	2	6%	0	0%	0	0%	2	4%
Other	0	0%	1	8%	1	9%	2	4%
Total reasons	34	100%	12	100%	11	100%	57	100%



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	53	36%
Complaint settled by FSP after complainant came to CIFO	20	14%
Complaint withdrawn by complainant after coming to CIFO	4	3%
Case files mediated in favour of Complainant	19	13%
Case files upheld in part - Mediated	11	8%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	7	
- Compensation more than FSP offer	23	
Case files mediated in favour of FSP	20	14%
Case files determined in favour of Complainant	5	3%
Case files upheld in part - Determined	5	3%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	8	
Case files determined in favour of FSP	9	6%
Total closed complaints	146	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	146	97%
Microenterprise	5	3%
Total	151	100%

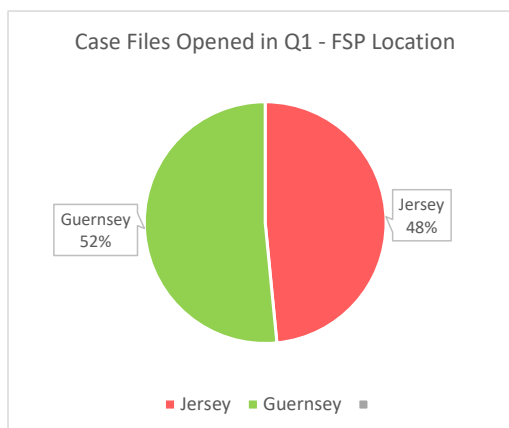
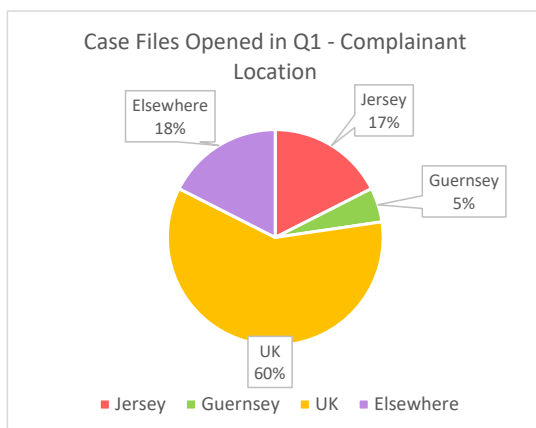
II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2023)	
Opening Case File Inventory as at 1 January 2023	91
Case Files Opened in Q1 2023	97
Case Files Closed in Q1 2023	85
Net Period Change in Case File Inventory	12
End of Period Case File Inventory as at 31 March 2023	103

Cumulative Analysis	
Opening Case File Inventory as at 1 January 2023	91
Case Files Opened	97
Case Files Closed	85
Net Period Change in Case File Inventory	12
End of Period Case File Inventory as at 31 March 2023	103

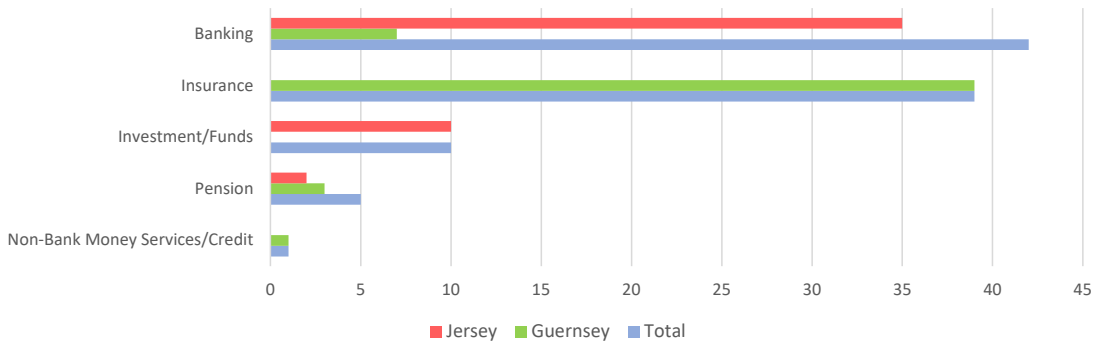
CASE FILE HIGHLIGHTS

- Of the 50 case files closed by mediation in Q1 2023, 38% (19) were mediated in favour of the complainant with 22% (11) upheld in part. 77% (23) received compensation higher than the FSP's original offer and 23% (7) received the same amount of compensation as originally offered. 40% (20) of case files were mediated in favour of the FSP.
- Of the 19 case files closed by determination in Q1 2023, 26% (5) were determined in favour of the complainant with 26% (5) upheld in part. 80% (8) received compensation higher than the FSP's original offer and 20% (2) received less compensation than originally offered. 48% (9) case files were determined in favour of the FSP.
- The remaining cases closed were settled by the FSP 11% (9), out of mandate 4% (4) or withdrawn by the complainant 3% (3).
- Of the 97 case files opened in Q1 2023, 17% (17) involve a Jersey-based complainant, 5% (5) involve a Guernsey-based complainant, 60% (58) involve a UK-based complainant, and 18% (17) involve a complainant from elsewhere.

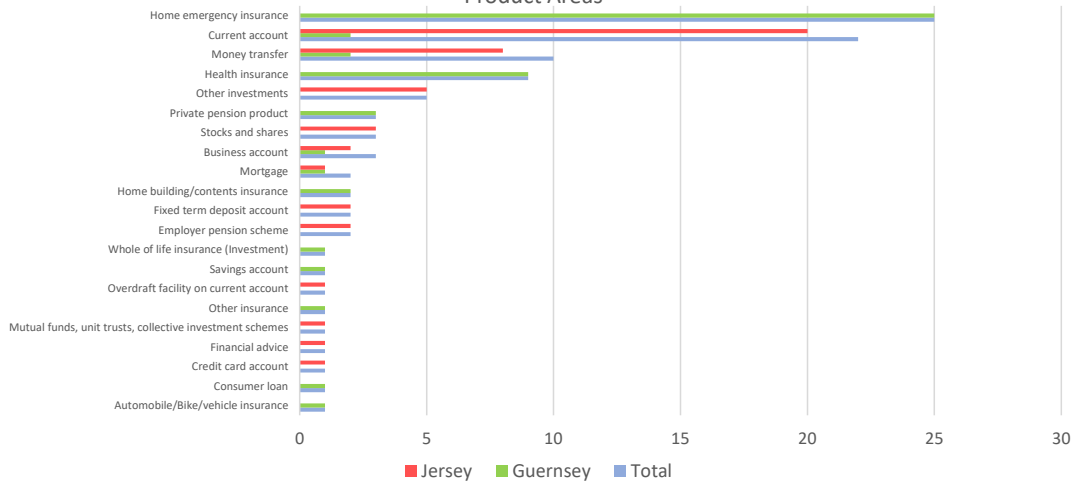


CASE FILE DATA

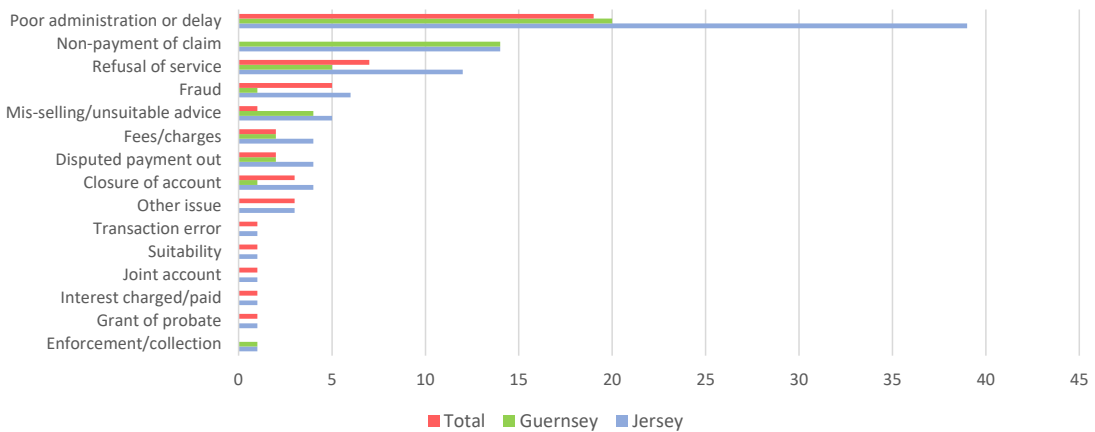
Case Files Opened in Q1 - Sector of Business Activity



Case Files Opened in Q1 - Product Areas



Case Files Opened in Q1 - Issue



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 97 case files opened by CIFO in Q1 2023, 26% (25) related to home emergency insurance, 23% (22) related to current accounts and 10% (10) related to money transfers. The remaining 40 case files were in relation to 18 other product types.
- Poor administration or delay was the most common issue, occurring in 40% (39) of the case files opened by CIFO this quarter.
- Non payment of claim was the second most common issue, represented in 14% (14) of case files and the third most common issue was refusal of service, represented in 10% (10) of case files.

Q1 Case Files - Top Product Areas		
Product	Number	Percentage
Home emergency insurance	25	26%
Current account	22	23%
Money transfer	10	10%

Q1 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	39	40%
Non payment of claim	14	14%
Refusal of service	12	12%