

Clear resolve

The Financial Ombudsman in 2016-17

Disputes

39,479
total disputes received
▲ 16% from 2015-16

2,742 financial difficulty disputes accepted
▼ 5% from 2015-16

39,481 total disputes closed

60% resolved by agreement
15% resolved by FOS decision or assessment
25% discontinued or outside Terms of Reference

235,372
phone enquiries
▲ 10% from 2015-16

66 definite systemic issues resolved

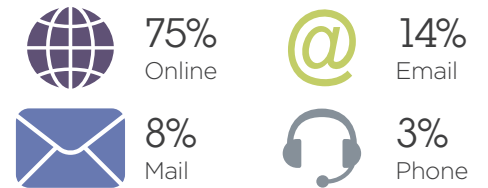
273 investigations of alleged breaches of industry codes of practice

2,787 disputes closed with a panel, ombudsman or adjudicator decision

Resolution times

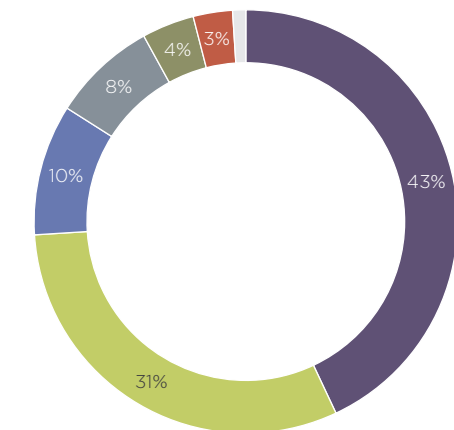
44% resolved within one month
54 average days to resolution

Top ways to lodge a dispute



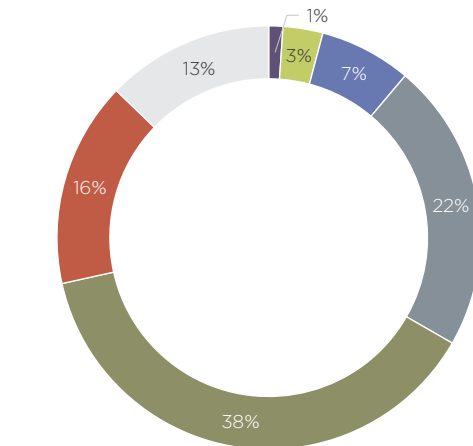
What the disputes were about

Received by product line

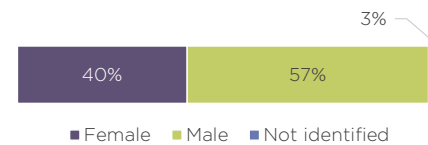


Who lodged a dispute

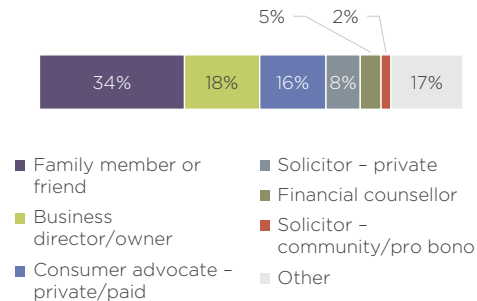
Age



Gender



Representation



Location

