



CIFO PUBLIC COMPLAINT STATISTICS - Q4 2021

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 December 2021 (Q4 2021)

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 (Q4 2021)	
Complaints on hand at start of the period	218
Net adjustment on opening figure	1
Complaints opened during the period	100
Complaints closed during the period	116
Net change in number of complaints on hand	(15)
Complaints on hand at the end of the period	203

Cumulative Analysis 2021	
Complaints on hand at start of 2021	323
Total Complaints Received	468
Total Complaints Closed	588
Complaints on hand at the end of the period	203

Q4 COMPLAINT HIGHLIGHTS

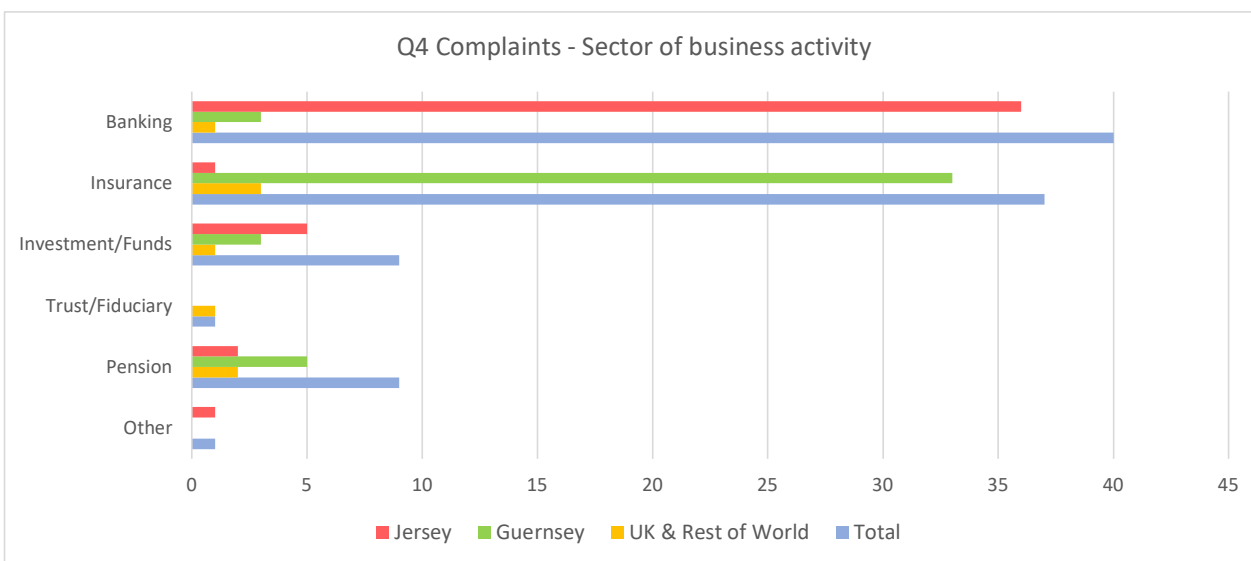
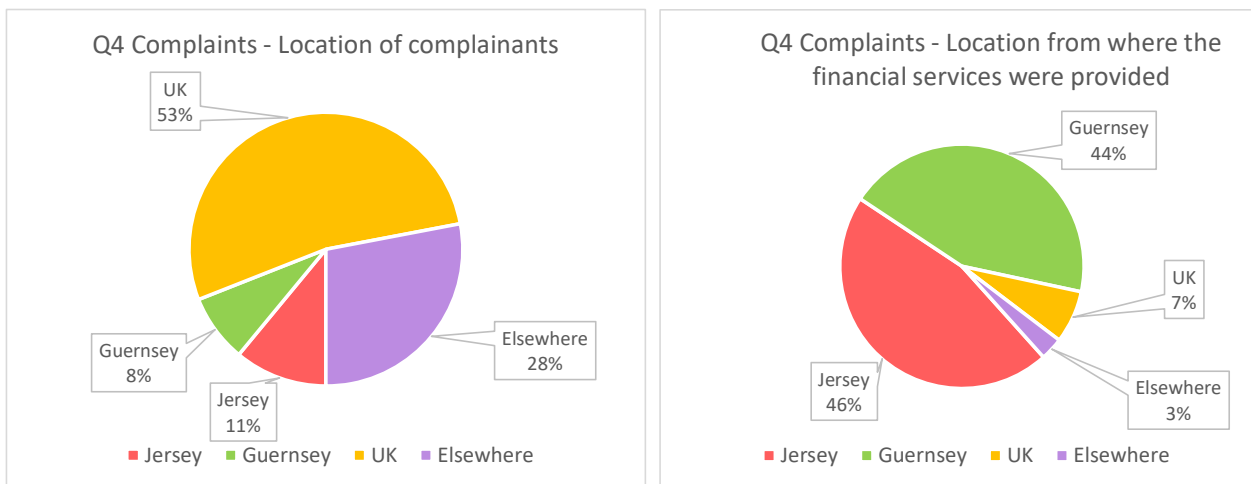
Of the 116 closed in Q4 2021:

- 27% (31) 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;
- 53% (62) were successfully mediated;
- 9% (10) were withdrawn by the complainant after coming to CIFO.

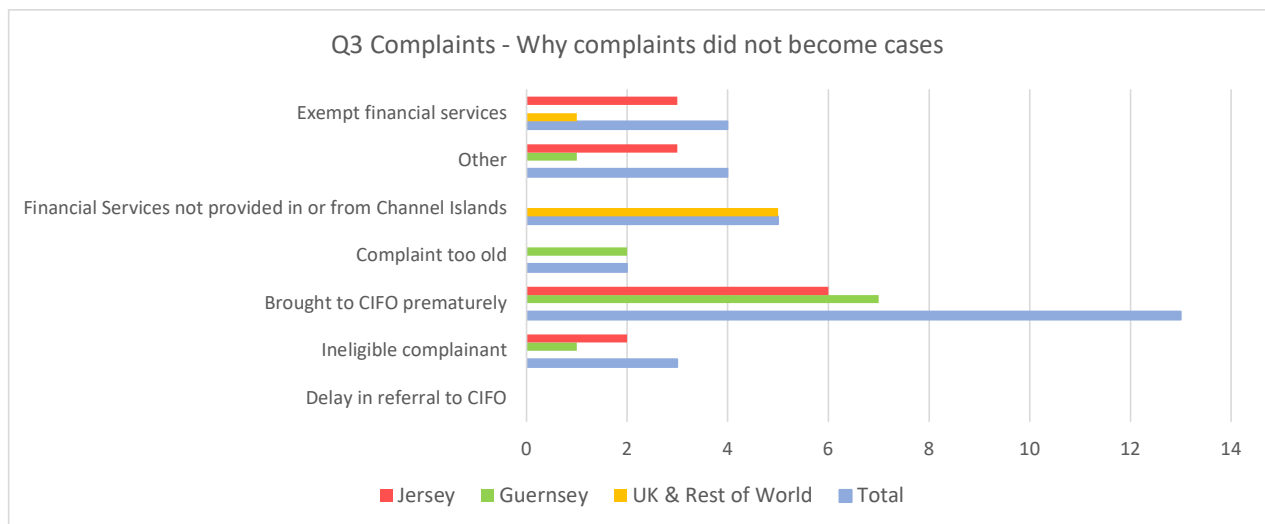
Of the 31 out-of-mandate complaints:

- 42% (13) were brought to CIFO prematurely;
- 6% (2) complaints were 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);
- 13% (4) related to financial services that are excluded by law from CIFO's mandate;
- 16% (5) related to financial services that were not provided in or from the Channel Islands;
- 10% (3) complaints were brought to CIFO by ineligible complainants;
- 13% (4) 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 31 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	6	44%	7	64%	0	0%	13	42%
Delay in referral to CIFO	0	0%	0	0%	0	0%	0	0%
Financial Services not provided in or from Channel Islands	0	0%	0	0%	5	83%	5	16%
Exempt financial services	3	21%	0	0%	1	17%	4	13%
Complaint about event before CIFO mandate effective date	0	0%	0	0%	0	0%	0	0%
Complaint too old (outside of CIFO time limits)	0	0%	2	18%	0	0%	2	6%
Ineligible complainant	2	14%	1	9%	0	0%	3	10%
Other	3	21%	1	9%	0	0%	4	13%
Total reasons	14	100%	11	100%	6	100%	31	100%



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	31	27%
Complaint withdrawn by complainant after coming to CIFO	10	9%
Case Files Mediated in Favour of Complainant	35	30%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	3	
- Compensation more than FSP offer	32	
Case Files Mediated in Favour of FSP	27	23%
Case Files Determined in Favour of Complainant	4	3%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	0	
- Compensation more than FSP offer	4	
Case Files Determined in Favour of FSP	9	8%
Total Closed Complaints	116	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	95	95%
Individual (Trustee)	0	0%
Microenterprise	3	3%
Charity	0	0%
Other	2	2%
Total	100	100%

II: ANALYSIS OF CASE FILES

Period Analysis (Q4 2021)	
Opening Case File Inventory as at 1 October 2021	151
Net adjustment on opening figure	(1)
Case Files Opened in Q4 2021	66
Case Files Closed in Q4 2021	84
Net Period Change in Case File Inventory	(19)
End of Period Case File Inventory as at 31 December 2021	132

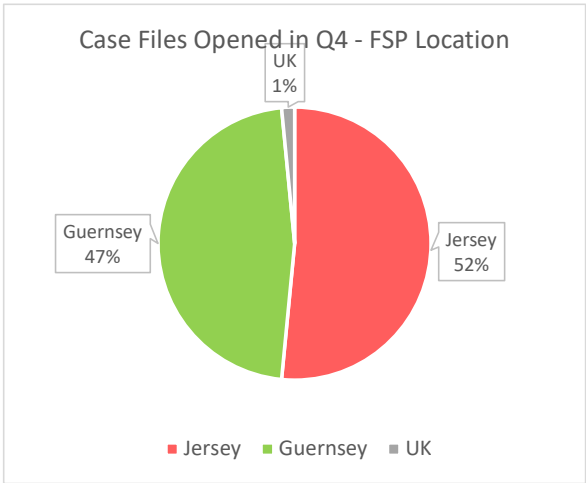
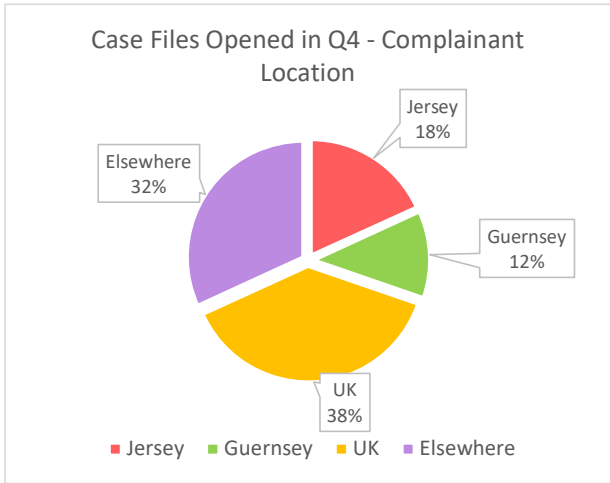
Cumulative Analysis	
Opening Case File Inventory as at 1 January 2021	239
Net adjustment on opening figure	(1)
Case Files Opened 2021	293
Case Files Closed 2021	399
Net Period Change in Case File Inventory	(107)
End of Period Case File Inventory as at 31 December 2021	132

CASE FILE HIGHLIGHTS

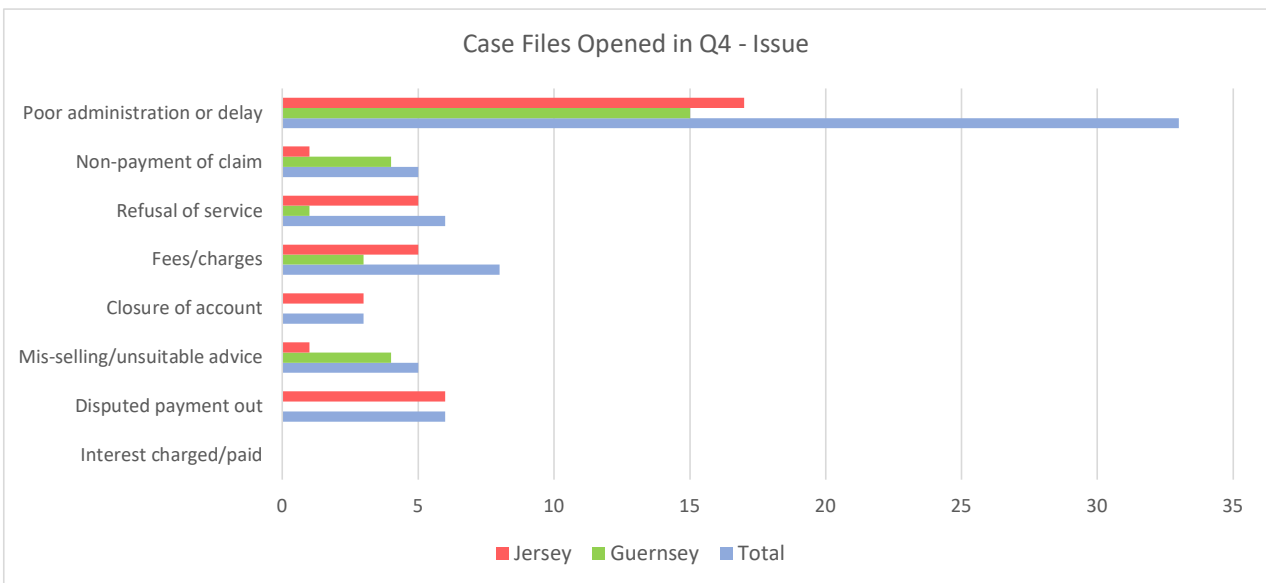
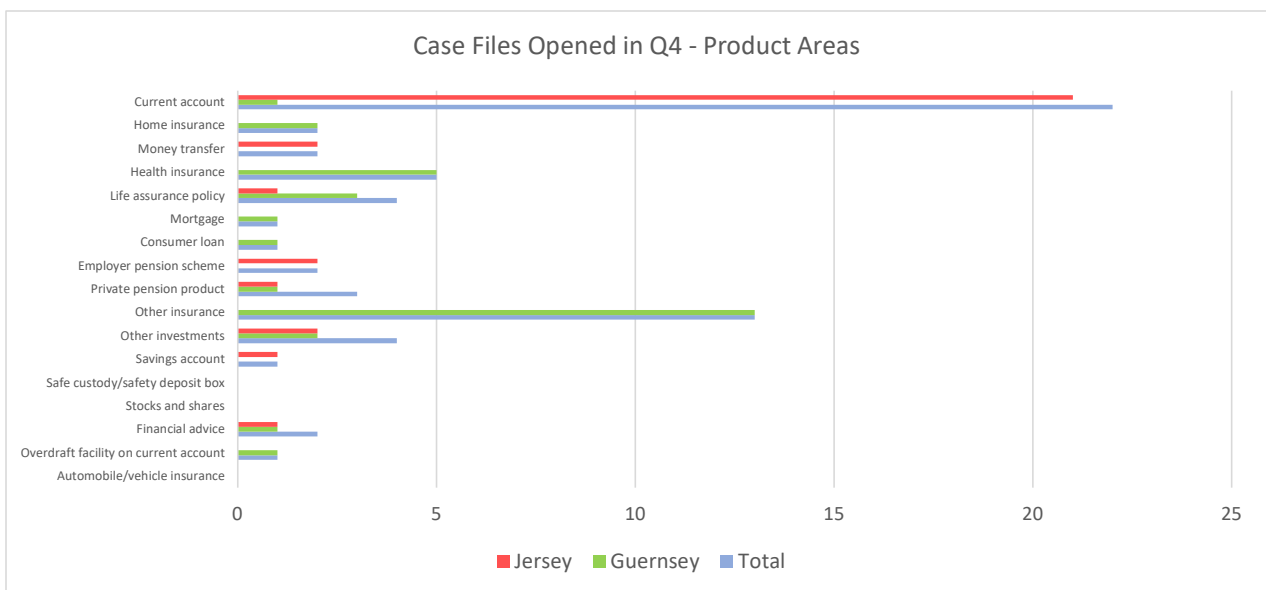
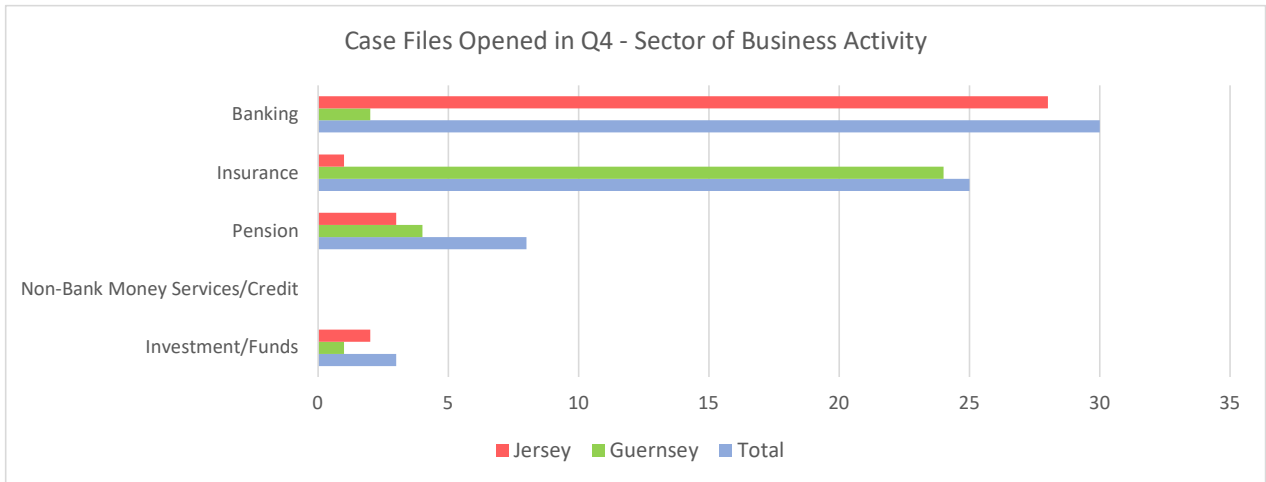
- Of the 62 case files closed by mediation in Q4 2021, 56% (35) were mediated in favour of the complainant, with 91% (32) receiving compensation higher than the FSP's original offer and 9% (3) receiving the same amount compensation as originally offered. 44% (27) of case files were mediated in favour of the FSP.

- Of the 13 case files closed by determination in Q4 2021, 31% (4) were determined in favour of the complainant, with 100% (4) receiving compensation higher than the FSP's original offer. 69% (9) case files were determined in favour of the FSP.

- Of the 66 case files opened in Q4 2021, 18% (12) involve a Jersey-based complainant, 12% (8) involve a Guernsey-based complainant, 38% (25) involve a UK-based complainant, and 32% (21) involve a complainant from elsewhere.



CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 66 case files opened by CIFO in Q4 2021, 33% (22) related to current accounts, 20% (13) related to other insurance and 8% (5) related to health insurance. The remaining 26 case files were in relation to 12 other product types.
- Poor administration or delay was the most common issue, occurring in 50% (33) of the case files opened by CIFO this quarter.
- Fees / charges was the second most common issues, represented in 12% (8) and both Refusal of service and Disputed payment out were represented in 9% (6) of case files.

Q4 Case Files - Top Product Areas		
Product	Number	Percentage
Current account	22	33%
Other insurance	13	20%
Health insurance	5	8%

Q4 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	33	50%
Fees and charges	8	12%
Refusal of service and Disputed payment out	6	9%