

Financial services ahead of the curve for complaints handling



Financial Services customer satisfaction (UKCSI report 2022)

Overall satisfaction for Financial Services organisations

80.2%

7th (out of 13 sectors)



Complaint handling

Measures have improved by at least 9% compared to January 2021

67%

an **11% increase** of satisfaction



Complaints increase

More people coming forward to complain as the sector makes the process easier.

PERCENTAGE OF COMPLAINTS

14.1%

2.9% increase from 2019

2.3%

below UK average



Getting everything right first time

The quality and reliability of goods /services are the most common causes of complaints.

BANKS AND BUILDING SOCIETIES

84.4%

around 5% higher than the all-sector average