

# Chapter 1

## Treating complainants fairly



Claims management complaints and redress return form

Currency: Sterling only

Units: Integers

A	
Group reporting	
1	Does the data reported in this return cover <i>complaints</i> relating to more than one <i>firm</i> ?  (NB: You should always answer "No" if your <i>firm</i> is not part of a <i>group</i> .)
2	If "Yes" then list the firm reference numbers (FRNs) of all of the additional <i>firms</i> included in this return.
Nil return declaration	
3	We wish to declare a nil return  (If yes, leave all questions on <i>complaints</i> activities, including contextualisation, blank.)
Return details required	
4	Total <i>complaints</i> outstanding at reporting period start date.
5	Total number of <i>complaints</i> opened during the reporting period.
Complaints data publication by FCA	
6	If you are reporting 1000 or more <i>complaints</i> , do you consent to the FCA publishing the complaints data and information on context contained in this report in advance of the <i>firm</i> publishing the data itself?
7	If "Yes", do you confirm that the <i>complaints</i> data and information on context contained in this report accurately reflects the information required to be published by the reporting <i>firm</i> under <i>DISP</i> ?
Contextualisation data	
8	Total number of leads generated or obtained during the reporting period
9	Total number of <i>claims</i> opened during the reporting period

Table 1

	A	B	C	D	E	F
	Type of claim					
Numbers of complaints during reporting period	<i>personal injury claims</i>	financial services or financial product <i>claims</i>	<i>housing disrepair claims</i>	<i>claims for a specified benefit</i>	<i>criminal injury claims</i>	<i>employment-related claims</i>
10	Total number of complaints					

		A	B	C	D	E	F
		Type of claim					
Main focus of complaint							
11	Lead generation, unsolicited marketing and cold calling						
12	Quality of advice / provision of misleading information (including in advertisements)						
13	Customer service issues (including call handling)						
14	General administration						
15	Upfront fees						
16	Fee dispute (at settlement – other than one in 17 below)						
17	Fees in excess of the <i>claims management fee cap</i>						
18	Claim outcome						
19	Process for obtaining and/or sharing of customer data						
20	Delay in processing claim						
21	Other – please provide details						

Table 2

Number of complaints closed during the reporting period (22 to 25) and complaints upheld (26)

Redress paid, in integers (27 to 30): for example, figures for redress paid should be to the nearest pound not to the nearest thousand pounds. Include all amounts in excess of the *claims management fee cap*, whether a refund of fees paid or a waiver of excess fees.

22	Complaints closed within 3 days
23	Complaints closed within 8 weeks, but after more than 3 days
24	Complaints closed after more than 8 weeks
25	Total complaints closed
26	Complaints upheld
27	Redress paid for upheld complaints
28	Redress paid for complaints not upheld
29	Redress in relation to the <i>claims management fee cap</i> , where this was done at the <i>firm's</i> instigation rather than as the result of a <i>complaint</i> about the fee
30	Total redress paid