

Each year the Legal Ombudsman publishes data about the complaints we have resolved. This is available for you to use on our [CMC Data and Decisions page](#) but we have also put together a commentary of the overall picture.

If you have any questions about the data please contact Katherine Wilson, Policy and Research Associate, katherine.wilson@legalombudsman.org.uk.

Complaint volumes

Chart 1 shows the volume of Claims Management Company (CMC) complaints resolved in the last financial year. The first chart shows the overall number of cases accepted and resolved and the second and third charts show how this is spread across the most frequently complained about areas of service.

There is always a difference between the number of accepted and resolved cases, due to the length of time it takes to resolve cases. For example a case could be accepted for investigation in one year but may only be resolved in the following year.

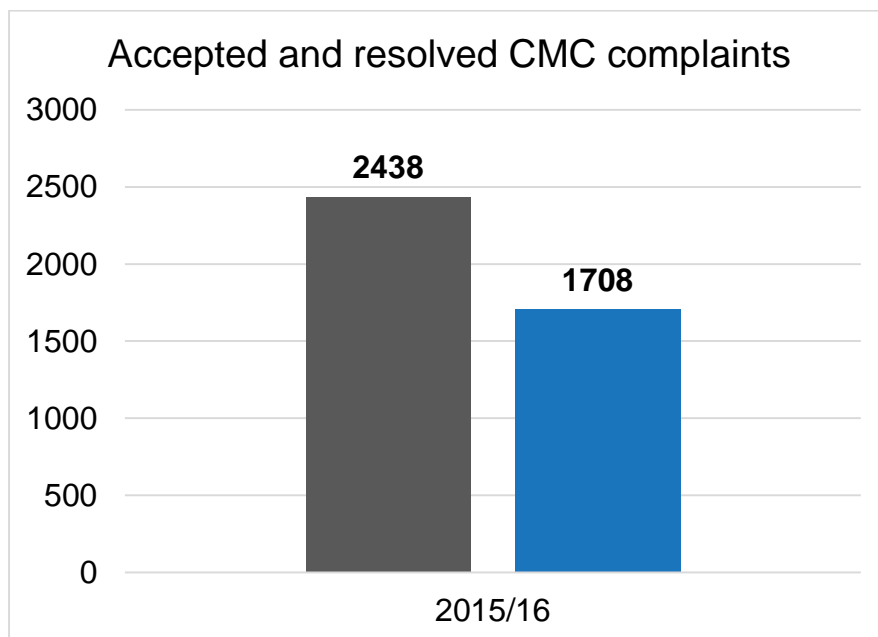


Chart 1: Numbers of accepted and resolved complaints 2015/16

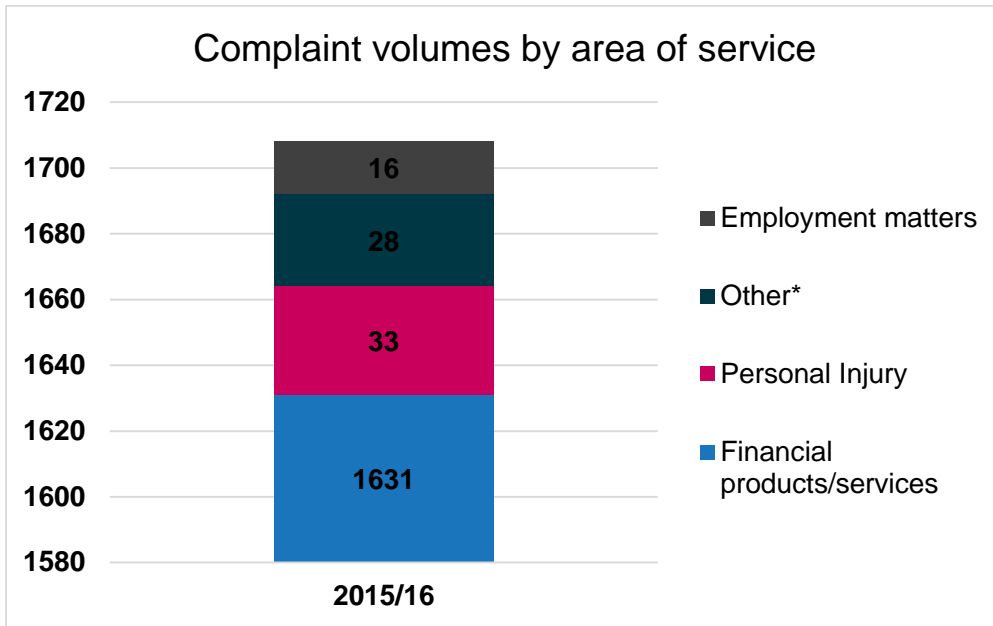


Chart 2: Number of resolved complaints 2015/16 by area of service

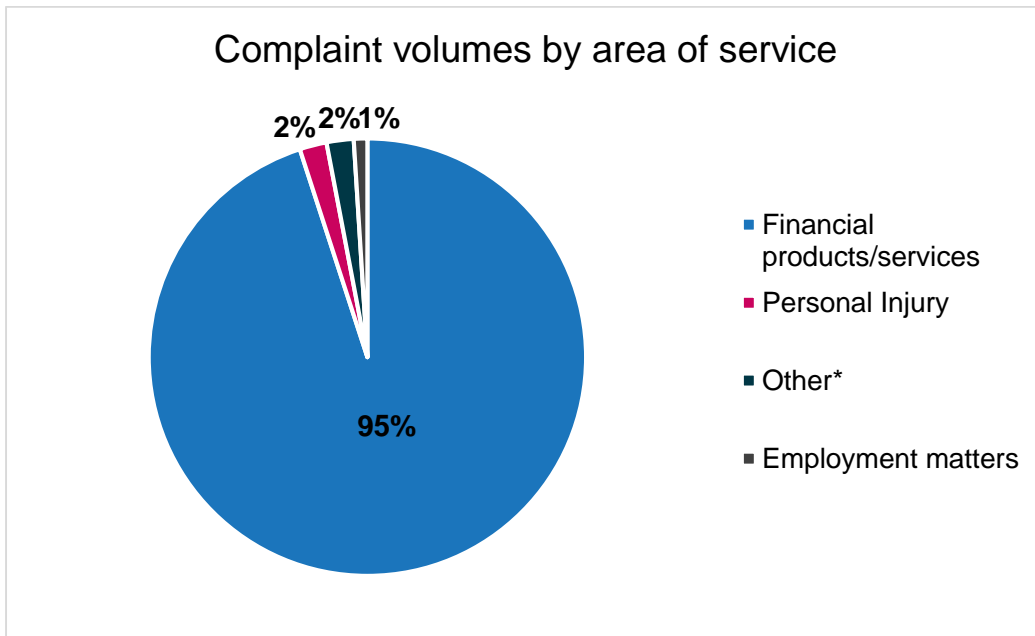
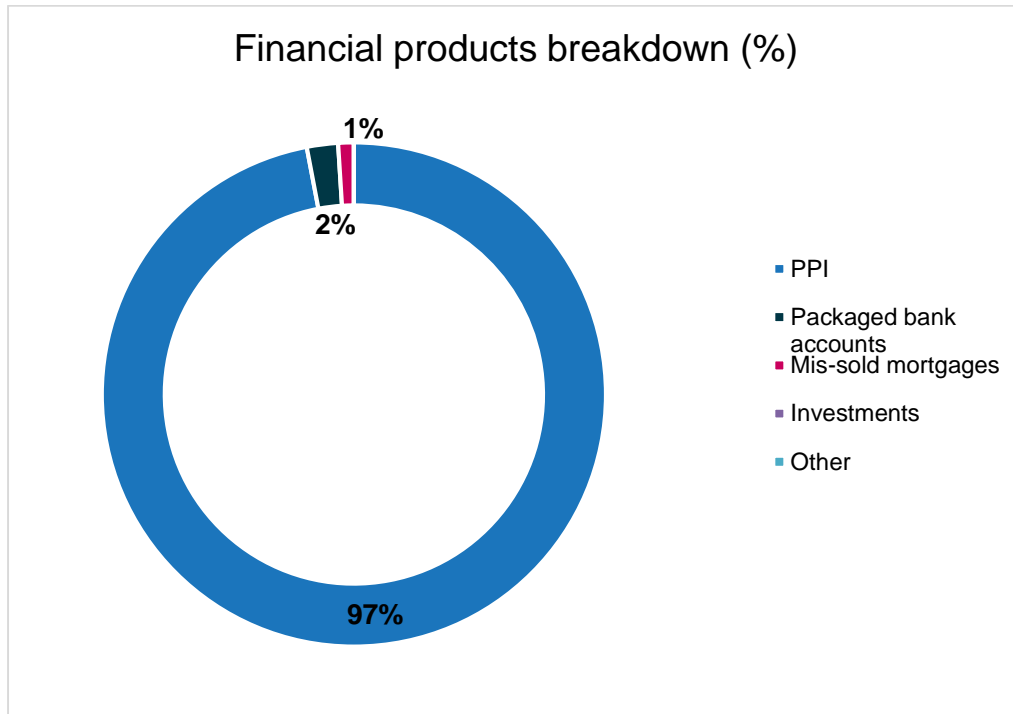


Chart 3: Percentage of resolved complaints 2015/16 by area of service

*Other areas of service have been combined for analysis purposes. It includes: accident management, criminal injuries, housing disrepair and industrial injuries.

Financial products and services accounted for 95% of CMC complaints resolved in 2015/16. This area of service can be broken down as follows.



What were complaints about?

We collect data to show what complaints the consumer has made about their service provider. Consumers will often complain about more than one issue which means we will always have more complaint types than cases. The most frequently complained about areas are shown in Chart 4.

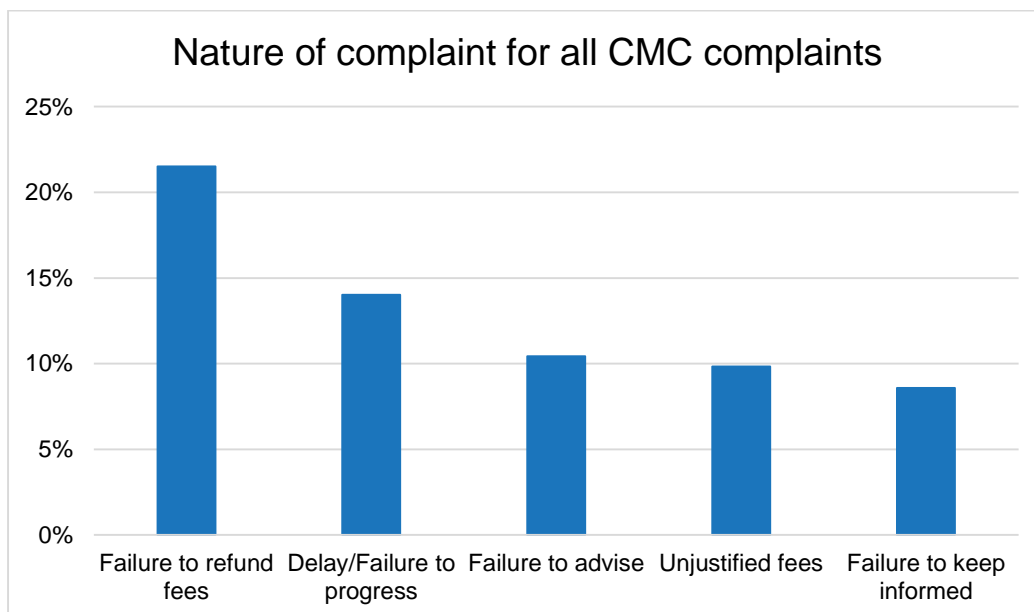


Chart 4: Percentage of 5 most common complaint types received 2015/16 (shown as percentages of all complaint types not of all complaints resolved)

Resolving complaints

How we closed complaints

There are two ways in which a case can be resolved by the Legal Ombudsman. An informal resolution means that our investigator has been able to negotiate a resolution which both parties are agreeable to. However if this does not happen a case will be forwarded to an ombudsman who will make a final decision on the complaint.

Cases may also be closed if the complaint is abandoned or withdrawn, or if it has been dismissed as outside of our jurisdiction.

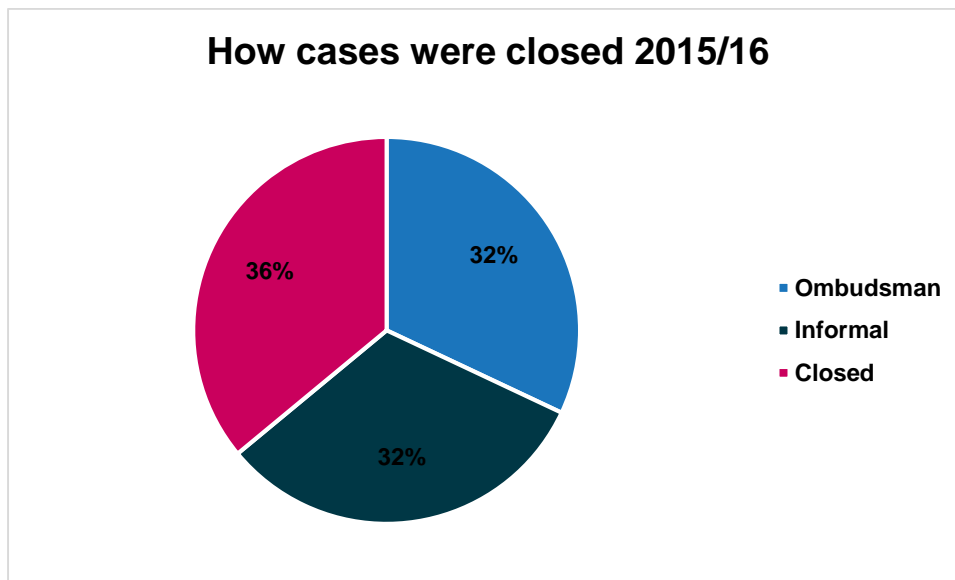


Chart 5: Percentage of how CMC cases were closed in 2015/16

Remedy bands 2015/16

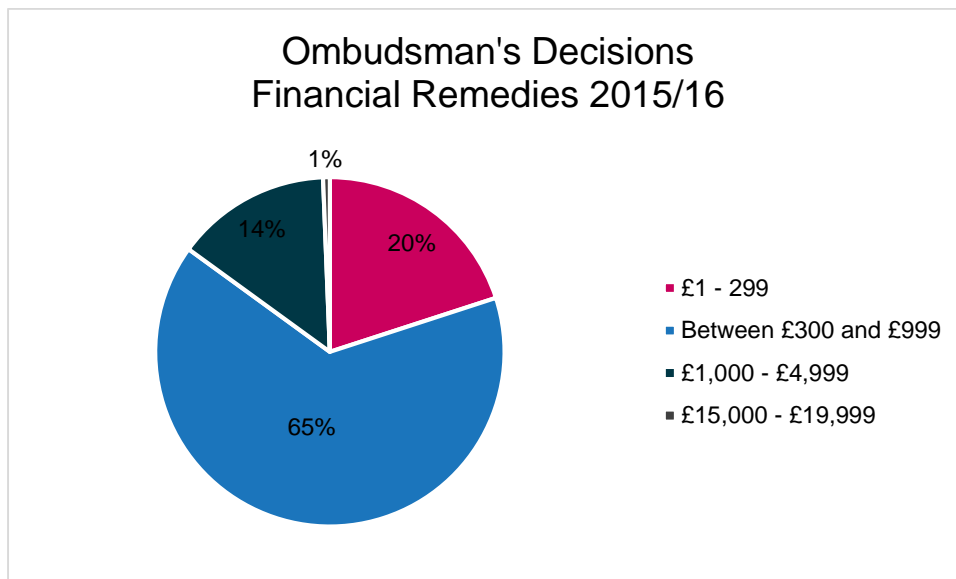


Chart 6: Ombudsman's Decisions Remedies and Financial Remedies (this includes all types of financial payment from compensation for loss, compensation for emotional impact, as well as refunds or reductions of costs).

For CMC complaints, most financial remedies were between £300 and £999.