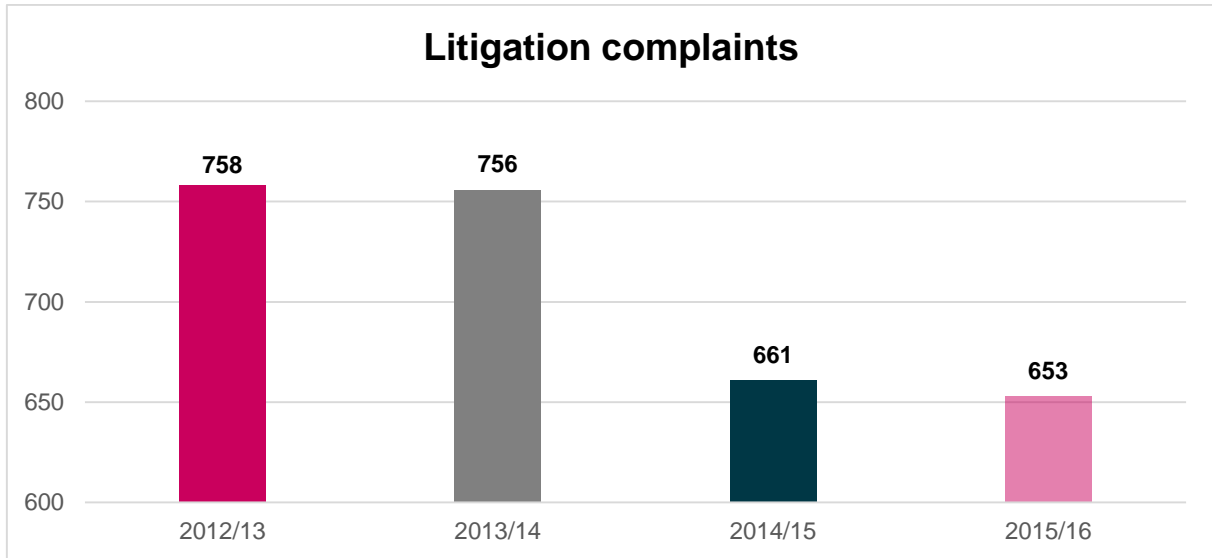


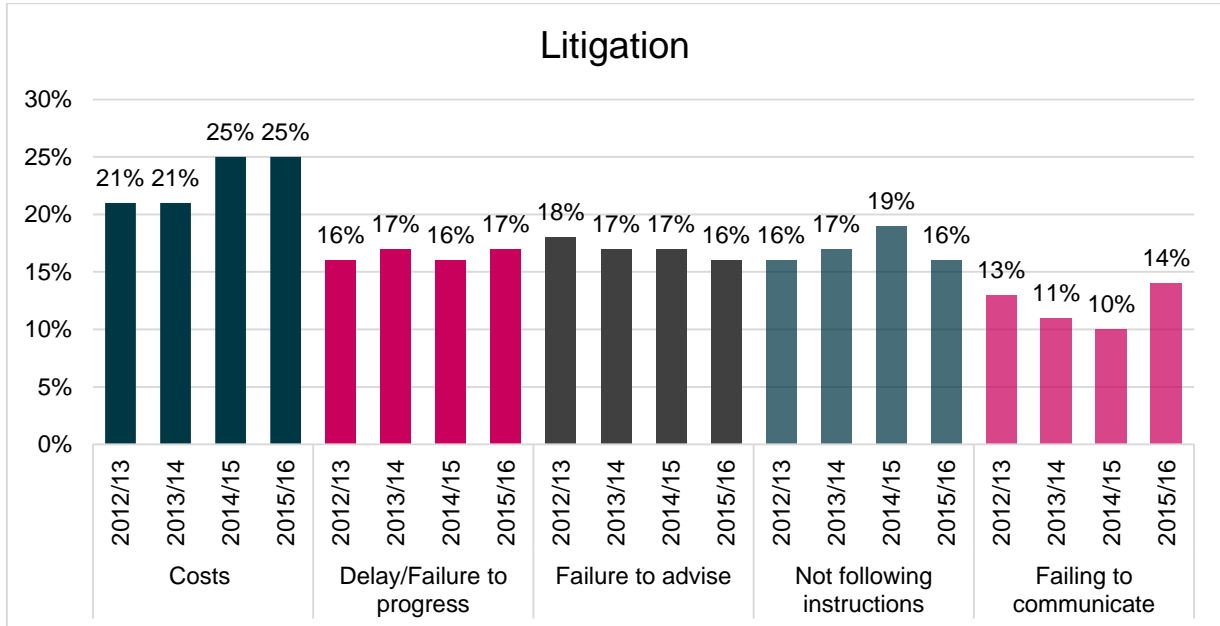
Litigation matters are the fifth most complained about area of law.



Complaints about litigation remained the same for 2012 to 2014. However since then complaints have decreased from around 750 to 650 per year.

### What do consumers complain about<sup>1</sup>?

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 actual complaints.



- Complaints about **costs** are the most common complaint type accounting for a quarter for the last two years.
- Complaints about **failing to communicate** have increased slightly in the last year from 10% to 14%.

<sup>1</sup> Some of these complaint areas have been combined. Costs = costs excessive and unreasonable costs. Failure to communicate = failure to keep informed and failure to reply.

## Resolution:



**6,399**

Total resolved  
complaints

**653**

Total resolved  
litigation complaints

**10%**

% of overall  
complaints

## How were complaints resolved:



**22%**

Informal  
resolution

**49%**

Ombudsman  
decision

**30%**

Closed

## Remedies:



**36%**  
no remedy

**21%**  
compensation for  
emotional impact

**19%**  
to refund or  
limit fees

**2%**  
compensation  
for financial loss