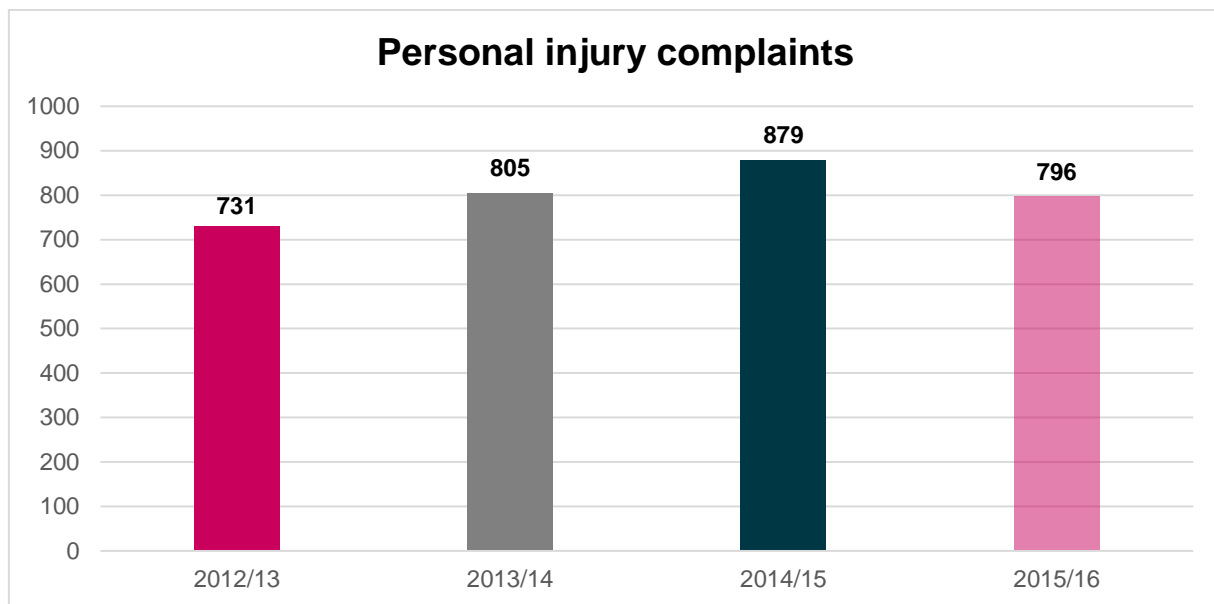


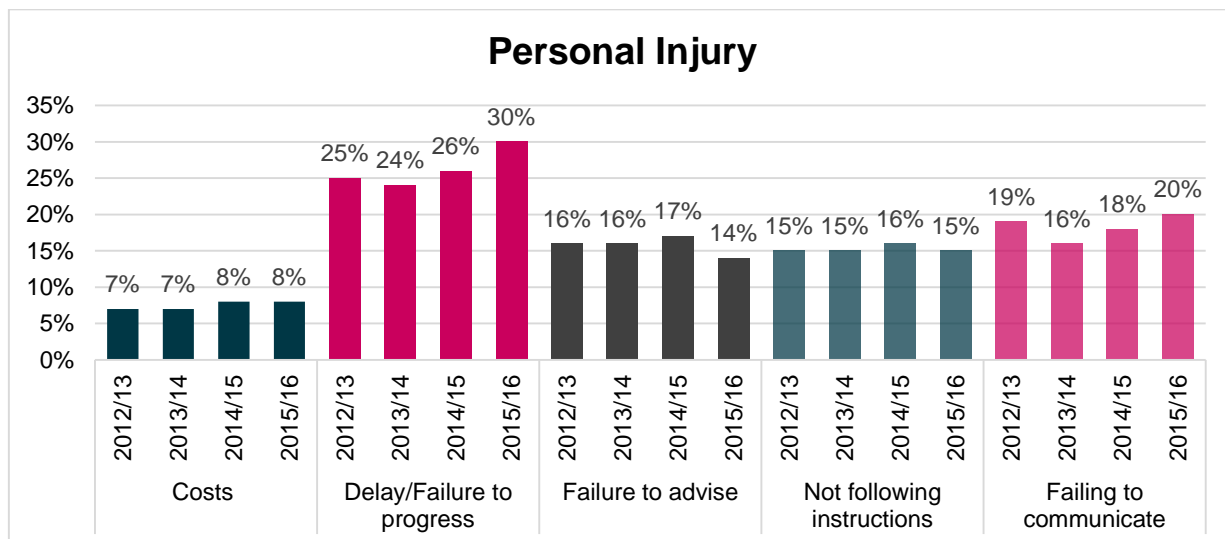
Personal injury is the fourth most complained about area of law.



Complaints increased for the first three full years of operation, peaking in 2014/15 at 879 complaints. However last year we saw a decrease of just under 100 complaints.

What do consumers complain about¹?

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.



- The main complaint in this area has always been about **delay**, and this has increased over the last three years from 24% to 30%.
- Complaints about **failing to communicate** have increased over the last three years from 16% to 20%.

¹ 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

796

Total resolved
personal injury complaints

12%

% of overall
complaints

How were complaints resolved:



39%

Informal
resolution

32%

Ombudsman
decision

29%

Closed

Remedies:



31%

no remedy

34%

compensation for
emotional impact

5%

to refund or
limit fees