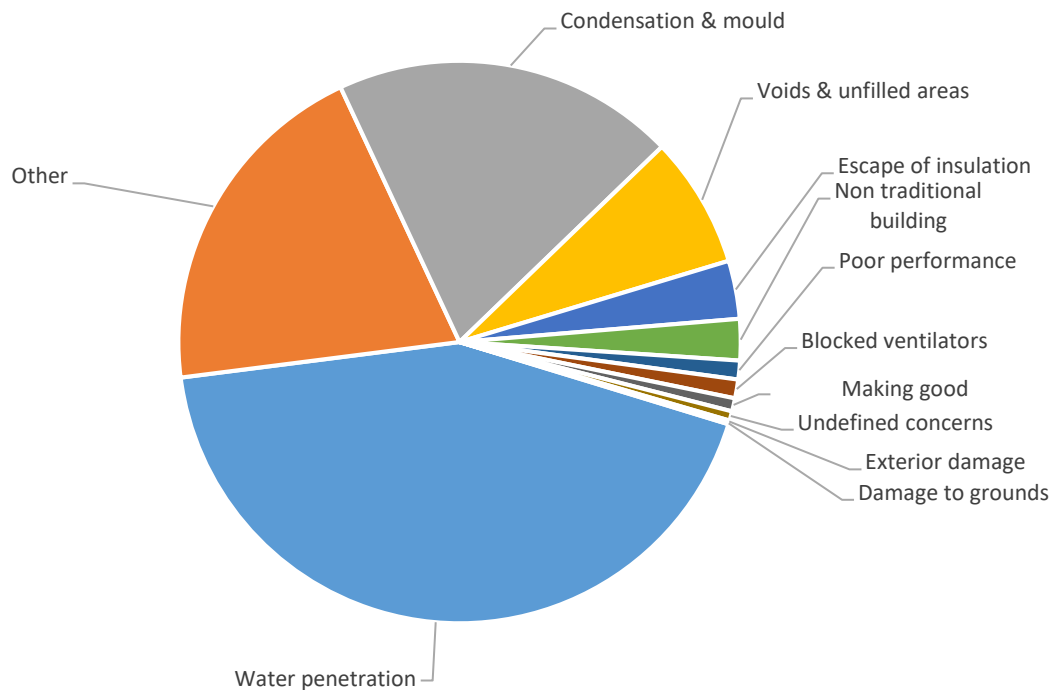


# CIGA Quarterly Statistics

Breakdown of Complaints by Type Q3 2017



Number of Complaints Received			
	2015	2016	2017
Qtr1	808	1,631	1,290
Qtr2	465	872	996
Qtr3	458	827	927
Qtr4	787	1,074	
<b>Grand Total</b>	<b>2,518</b>	<b>4,404</b>	

**Commentary:**

2017 Q3 saw 927 complaints received. This represents a slight increase of 12% compared with the level experienced in Q3 2016. However, complaints remained higher than in Q3 2015, reflecting a number of installers that have ceased to trade meaning CIGA stepped in under the Guarantee to protect customers. Concerns related to water penetration remained the most common cause for contacting CIGA, although the proportion fell to 43% of all concerns.

In Q3 CIGA successfully resolved 2,500 complaints and 28 cases were referred for Alternative Dispute Resolution under the scheme operated by CEDR, a Chartered Trading Standards Institute approved body. Since the scheme was established in 2016 a total of 69 cases have been determined, with 10% succeeding in full, 56% succeeding in part and 33% failing. This demonstrates the benefits to customers of being able to refer a case for independent review under the ADR scheme in the very small number of cases where resolution cannot be agreed.