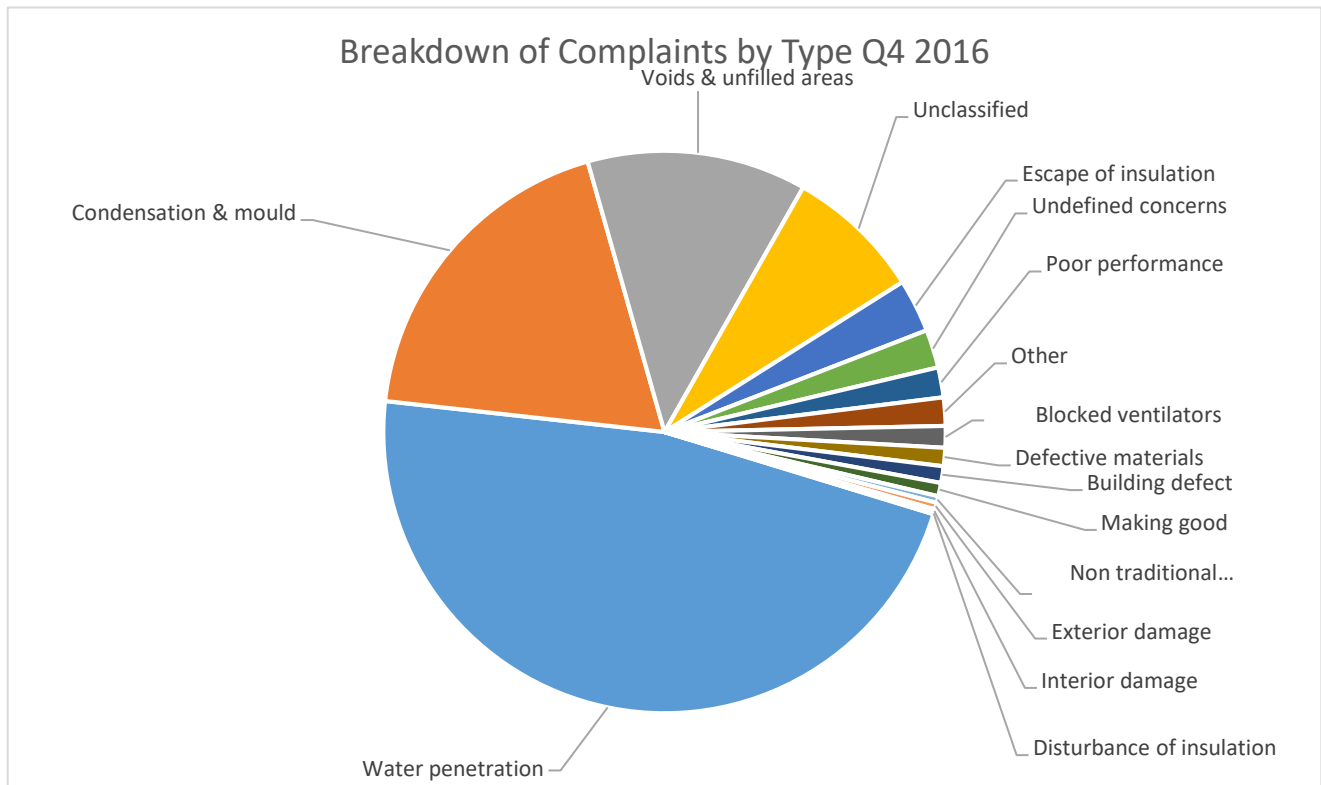


# CIGA Quarterly Statistics



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

## Commentary:

Q4 saw 1,074 complaints received. This represents a slight upturn on the corresponding period in 2015. This can be partly attributed to a number of significant installers exiting the market during the intervening period. In instances such as this CIGA steps in to support the former customers of these companies. As with other years, however, a return to winter saw an upturn in complaints when compared to the previous three months. Overall, at the year end CIGA received 4,404 complaints and resolved 4,618.

To ensure we offer our customers the highest quality care, CIGA has implemented an independent Alternative Dispute Resolution scheme. In Q4, 15 CIGA customers were referred to independent arbitration in this period.