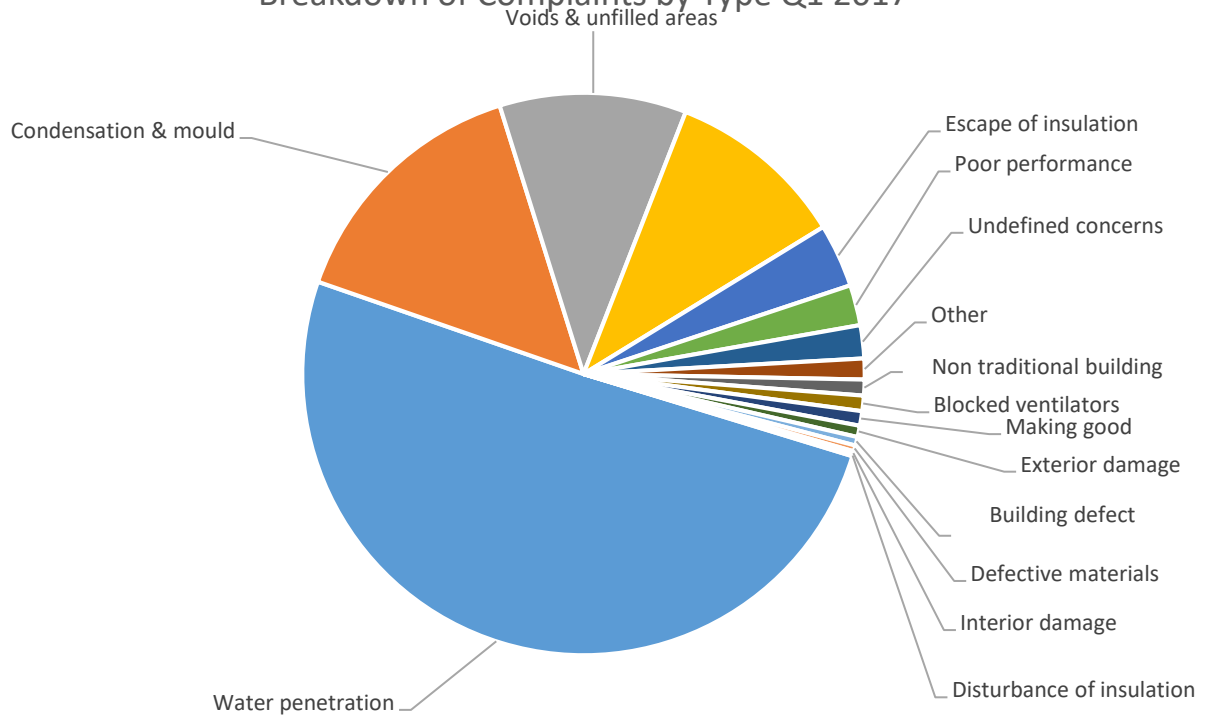


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q1 2017



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

Commentary:

2017 Q1 saw 1,290 complaints received. This represents a 21% fall from the level experienced in Q1 2016 despite the higher number of Guarantees in issue at just under 6m. However, complaints remained higher than in Q1 2015, reflecting a number of installers ceasing to trade. Water penetration remained the most common cause for concerns being reported, accounting for half of complaints.

In Q1 CIGA successfully resolved 1,282 complaints and 21 cases were referred for Alternative Dispute Resolution under the scheme operated by CEDR, a Chartered Trading Standards Institute approved body, bringing the total of referrals to 51.