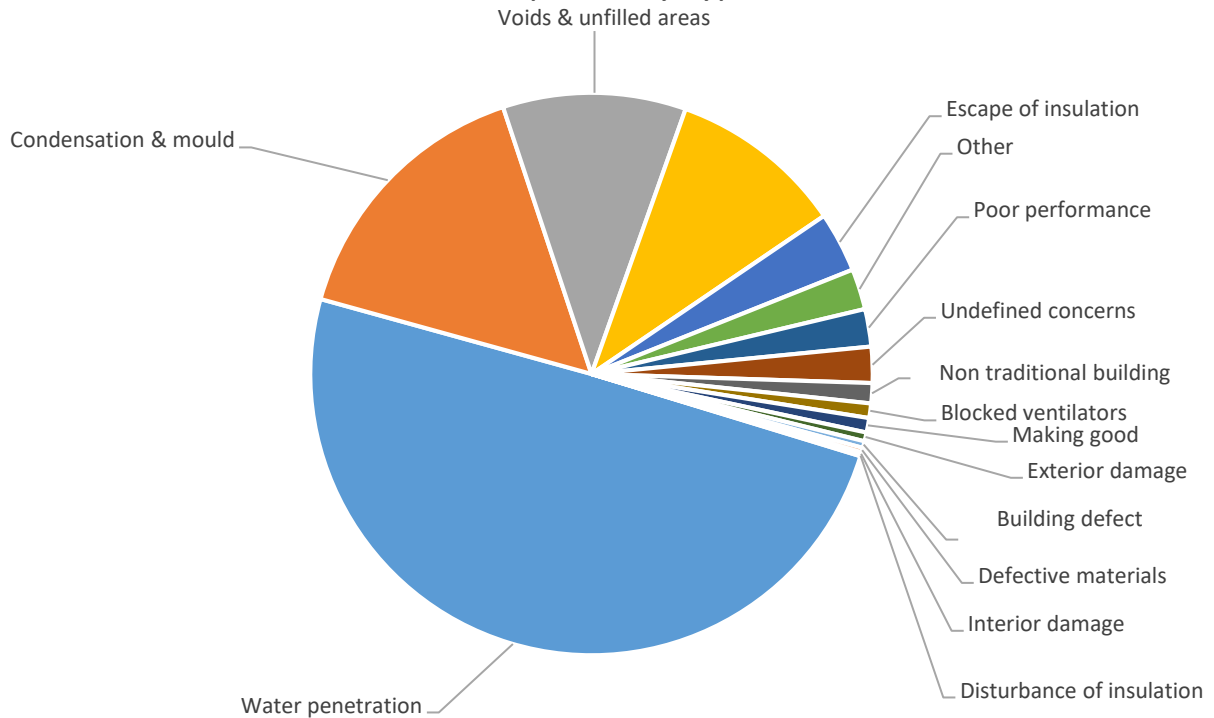


# CIGA Quarterly Statistics

Breakdown of Complaints by Type Q2 2017



	Number of Complaints Received		
	2015	2016	2017
Qtr1	808	1,631	1,290
Qtr2	465	872	990
Qtr3	458	827	
Qtr4	787	1,074	
<b>Grand Total</b>	<b>2,518</b>	<b>4,404</b>	

**Commentary:**

2017 Q2 saw 990 complaints received. This represents a slight increase of 13% compared with the level experienced in Q2 2016 but a fall of 23% compared with Q1 2017. However, complaints remained higher than in Q2 2015, reflecting a number of installers that have ceased to trade meaning CIGA stepped in under the Guarantee. Water penetration remained the most common cause for concerns being reported, accounting for just under half of complaints.

In Q2 CIGA successfully resolved 1,123 complaints and 23 cases were referred for Alternative Dispute Resolution under the scheme operated by CEDR, a Chartered Trading Standards Institute approved body, bringing the total number of referrals to 75.