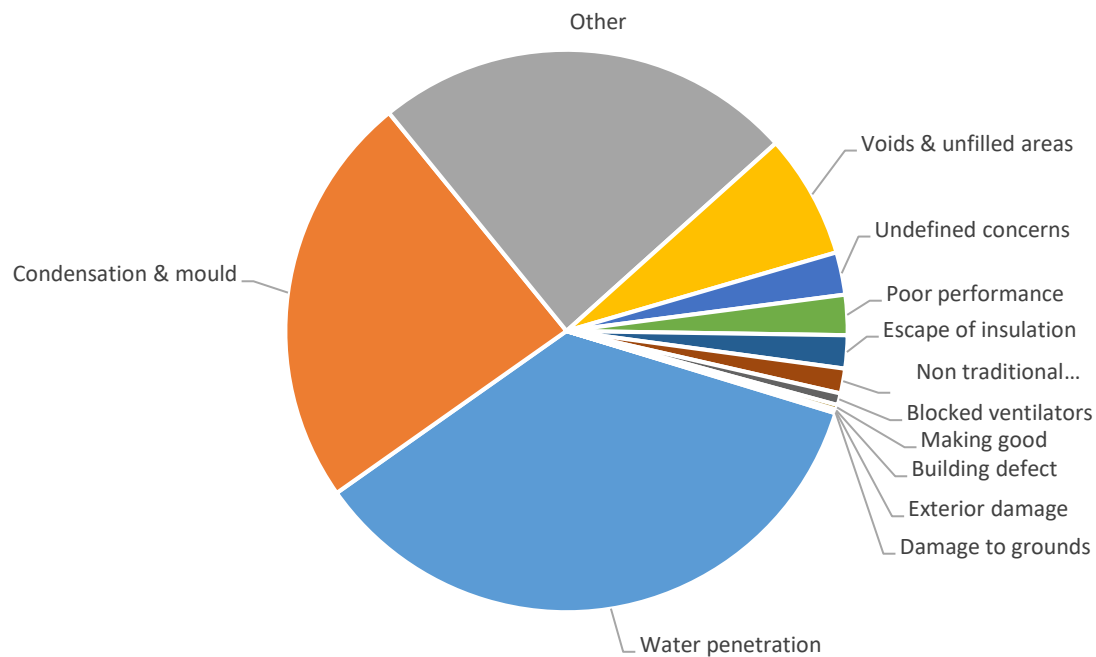


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q4 2017



Number of Complaints Received			
	2015	2016	2017
Qtr1	808	1,631	1,290
Qtr2	465	872	996
Qtr3	458	827	928
Qtr4	787	1,074	1,473
Grand Total	2,518	4,404	4,687

Commentary:

For the whole year CIGA dealt with 6% more cases than in 2016, although Q4 saw 1,473 complaints handled by CIGA, an increase of 37% compared with the level experienced in Q4 2016. Complaints received continue to reflect the number of installers who have ceased to trade, meaning that CIGA stepped in under the Guarantee to protect customers. Concerns related to water penetration remained the most common reason for contacting CIGA, although the proportion again fell to 35% of all concerns.

In Q4 CIGA successfully resolved 1,633 complaints and 19 cases were referred for Alternative Dispute Resolution under the scheme operated by CEDR, a Chartered Trading Standards Institute approved body. Since the ADR scheme was established in 2016 a total of 122 cases have been determined, with 7% succeeding in full, 48% succeeding in part and 43% 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.