

Resolver's annual complaint data 2019/20

| Services and products | Pre-March 2015 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 5 year total | % change on previous period |
|---|----------------|---------|---------|---------|---------|-----------|--------------|-----------------------------|
| PPI | 0 | 0 | 151,603 | 726,850 | 549,768 | 1,093,353 | 2,521,574 | 99% |
| online shopping | 4,753 | 20,107 | 31,296 | 59,016 | 108,349 | 112,408 | 335,929 | 4% |
| flight delays and airlines | 2,808 | 72,128 | 112,280 | 118,648 | 134,996 | 97,263 | 538,123 | -28% |
| payday loans | 66 | 473 | 1,748 | 5,499 | 28,458 | 91,087 | 127,331 | 220% |
| package delivery | 8 | 999 | 4,142 | 11,655 | 35,313 | 89,901 | 142,018 | 155% |
| high street shopping | 7,650 | 28,188 | 32,086 | 59,935 | 83,309 | 71,137 | 282,305 | -15% |
| travel agents | 136 | 2,780 | 6,202 | 12,151 | 23,852 | 39,294 | 84,415 | 65% |
| packaged bank accounts | 1 | 50,036 | 85,808 | 77,583 | 39,162 | 30,780 | 283,370 | -21% |
| restaurants | 2,788 | 12,068 | 14,838 | 27,722 | 36,735 | 29,805 | 123,956 | -19% |
| energy services | 585 | 4,104 | 5,600 | 11,340 | 19,137 | 27,966 | 68,732 | 46% |
| all other services | 423 | 3,991 | 8,257 | 13,739 | 20,508 | 22,978 | 69,896 | 12% |
| mobile phone contracts | 1,022 | 9,754 | 14,417 | 27,005 | 42,275 | 22,667 | 117,140 | -46% |
| broadband services | 561 | 6,770 | 9,776 | 14,307 | 19,569 | 22,157 | 73,140 | 13% |
| credit cards | 0 | 325 | 2,298 | 9,421 | 14,285 | 20,042 | 46,371 | 40% |
| takeaways | 964 | 7,549 | 10,748 | 20,225 | 23,522 | 18,668 | 81,676 | -21% |
| hotels | 440 | 3,209 | 6,533 | 7,414 | 15,184 | 14,649 | 47,429 | -4% |
| faulty goods | 2 | 3,157 | 6,977 | 8,508 | 11,739 | 13,203 | 43,586 | 12% |
| current accounts | 5 | 3,963 | 7,255 | 9,956 | 11,469 | 12,939 | 45,587 | 13% |
| buy now pay later - shop credit | 0 | 0 | 0 | 0 | 2,625 | 9,016 | 11,641 | 243% |
| gambling* | 0 | 0 | 0 | 3,244 | 7,769 | 8,818 | 19,831 | 14% |
| loans | 0 | 986 | 2,367 | 3,161 | 3,612 | 8,348 | 18,474 | 131% |
| private parking tickets | 157 | 1,025 | 2,203 | 3,900 | 7,840 | 7,864 | 22,989 | 0% |
| vouchers and discount code websites | 99 | 1,641 | 2,937 | 5,967 | 6,927 | 7,745 | 25,316 | 12% |
| car dealerships and motor vehicles | 419 | 2,641 | 3,916 | 6,663 | 9,743 | 7,138 | 30,520 | -27% |
| buses & coaches | 1 | 853 | 2,465 | 5,431 | 7,464 | 6,948 | 23,162 | -7% |
| mortgages | 0 | 675 | 1,944 | 5,076 | 4,361 | 6,864 | 18,920 | 57% |
| trains | 542 | 2,787 | 3,328 | 4,621 | 6,545 | 6,259 | 24,082 | -4% |
| cinemas | 52 | 676 | 1,013 | 2,621 | 4,033 | 6,147 | 14,542 | 52% |
| car rental | 87 | 716 | 1,965 | 3,451 | 5,632 | 5,966 | 17,817 | 6% |
| overdrafts | 0 | 0 | 0 | 0 | 1,238 | 5,886 | 7,124 | 375% |
| courts and tribunals* | 0 | 0 | 407 | 4,981 | 6,504 | 5,432 | 17,324 | -16% |
| film and tv streaming services | 14 | 521 | 1,606 | 2,796 | 7,867 | 5,297 | 18,101 | -33% |
| e-payments | 0 | 91 | 468 | 825 | 2,114 | 5,217 | 8,715 | 147% |
| tour operators | 382 | 1,269 | 2,082 | 3,759 | 4,391 | 5,190 | 17,073 | 18% |
| ticket sales (direct and resale) | 3 | 284 | 425 | 2,615 | 8,178 | 4,699 | 16,204 | -43% |
| product insurance | 88 | 240 | 539 | 367 | 617 | 4,560 | 6,411 | 639% |
| motor insurance | 224 | 1,299 | 1,987 | 2,922 | 4,229 | 4,460 | 15,121 | 5% |
| gyms and health clubs | 181 | 791 | 1,006 | 1,973 | 4,222 | 3,851 | 12,024 | -9% |
| unsecured loans | 0 | 44 | 92 | 217 | 588 | 3,345 | 4,286 | 469% |
| life insurance | 0 | 0 | 0 | 22 | 623 | 3,316 | 3,961 | 432% |
| housing - social/council/co-ops | 75 | 961 | 1,644 | 3,143 | 3,939 | 3,314 | 13,076 | -16% |
| car finance | 0 | 3 | 10 | 20 | 1,387 | 3,252 | 4,672 | 134% |
| bailiffs & debt collectors | 0 | 516 | 1,212 | 2,032 | 2,788 | 3,079 | 9,627 | 10% |
| loyalty cards | 0 | 109 | 903 | 1,857 | 2,605 | 3,054 | 8,528 | 17% |
| landline telephones | 150 | 1,488 | 2,125 | 2,485 | 3,010 | 2,902 | 12,160 | -4% |
| petrol stations | 10 | 454 | 790 | 1,785 | 2,937 | 2,774 | 8,750 | -6% |
| holiday parks | 38 | 472 | 1,195 | 1,783 | 2,493 | 2,655 | 8,636 | 6% |
| roadside assistance and breakdown cover | 32 | 357 | 847 | 1,475 | 2,211 | 2,563 | 7,485 | 16% |
| NHS | 0 | 384 | 820 | 1,515 | 2,380 | 2,185 | 7,284 | -8% |
| privacy and data protection concerns | 0 | 0 | 0 | 0 | 1,328 | 2,049 | 3,377 | 54% |
| rubbish collections and recycling | 70 | 304 | 475 | 1,322 | 2,029 | 2,019 | 6,219 | 0% |
| taxi & private hire services | 0 | 32 | 170 | 1,112 | 2,792 | 1,866 | 5,972 | -33% |
| home and contents insurance | 62 | 360 | 637 | 1,257 | 1,706 | 1,788 | 5,810 | 5% |
| package delivery insurance | 0 | 0 | 0 | 0 | 1,322 | 1,769 | 3,091 | 34% |
| water services | 105 | 441 | 879 | 1,502 | 1,991 | 1,685 | 6,603 | -15% |
| council tax | 59 | 325 | 569 | 1,020 | 1,575 | 1,675 | 5,223 | 6% |
| DVLA | 33 | 189 | 273 | 361 | 1,116 | 1,661 | 3,633 | 49% |
| ferries | 204 | 688 | 815 | 1,310 | 1,827 | 1,534 | 6,378 | -16% |
| money transfers | 0 | 0 | 25 | 86 | 750 | 1,394 | 2,255 | 86% |
| home improvements (windows, conservatories, etc.) | 2 | 215 | 679 | 1,077 | 1,511 | 1,224 | 4,708 | -19% |
| housing | 71 | 342 | 615 | 1,237 | 1,484 | 1,126 | 4,875 | -24% |
| savings accounts | 0 | 77 | 219 | 263 | 638 | 1,095 | 2,292 | 72% |
| gift cards | 7 | 81 | 153 | 117 | 1,624 | 1,038 | 3,020 | -36% |
| credit rating | 2 | 10,446 | 4,719 | 3,157 | 2,057 | 943 | 21,324 | -54% |
| pensions (personal) | 0 | 0 | 0 | 71 | 481 | 857 | 1,409 | 78% |
| credit broking | 0 | 0 | 10 | 24 | 332 | 836 | 1,202 | 152% |
| Post Office services | 3 | 105 | 253 | 616 | 775 | 818 | 2,570 | 6% |
| holiday apartment lettings | 2 | 216 | 580 | 864 | 1,753 | 733 | 4,148 | -58% |
| boilers and boiler insurance | 100 | 395 | 595 | 568 | 568 | 724 | 2,950 | 27% |
| warranties | 0 | 0 | 111 | 197 | 294 | 698 | 1,300 | 137% |
| price comparison websites | 2 | 114 | 256 | 266 | 624 | 599 | 1,861 | -4% |
| HMRC | 0 | 0 | 0 | 0 | 340 | 491 | 831 | 44% |
| letting agents | 21 | 154 | 259 | 456 | 472 | 455 | 1,817 | -4% |
| travel insurance | 73 | 160 | 241 | 325 | 396 | 448 | 1,643 | 13% |

| | | | | | | | | |
|--|---------------|----------------|----------------|------------------|------------------|------------------|------------------|------------|
| estate agents | 17 | 105 | 225 | 377 | 529 | 421 | 1,674 | -20% |
| stocks and shares isa | 0 | 0 | 0 | 0 | 75 | 381 | 456 | 408% |
| passport service | 52 | 108 | 145 | 191 | 273 | 378 | 1,147 | 38% |
| cash isa | 0 | 0 | 0 | 0 | 52 | 333 | 385 | 540% |
| airport parking | 0 | 0 | 0 | 0 | 10 | 296 | 306 | 2860% |
| investment bonds | 0 | 10 | 20 | 33 | 74 | 294 | 431 | 297% |
| mortgage endowments | 0 | 0 | 0 | 38 | 204 | 283 | 525 | 39% |
| income protection | 1 | 3 | 7 | 33 | 42 | 274 | 360 | 552% |
| medical insurance | 26 | 34 | 73 | 110 | 172 | 274 | 689 | 59% |
| student loans | 0 | 31 | 42 | 105 | 178 | 272 | 628 | 53% |
| rental | 2 | 34 | 73 | 127 | 276 | 202 | 714 | -27% |
| schools & children's welfare | 30 | 88 | 122 | 224 | 242 | 201 | 907 | -17% |
| pet insurance | 39 | 86 | 155 | 223 | 260 | 192 | 955 | -26% |
| UK Border Force | 14 | 35 | 48 | 63 | 125 | 190 | 475 | 52% |
| solicitors | 5 | 49 | 183 | 277 | 218 | 174 | 906 | -20% |
| football clubs | 0 | 0 | 0 | 0 | 93 | 158 | 251 | 70% |
| pensions (workplace or Government/state) | 0 | 0 | 0 | 2 | 117 | 149 | 268 | 27% |
| congestion charge | 0 | 0 | 0 | 0 | 42 | 146 | 188 | 248% |
| planning permission - decision appeals | 10 | 60 | 75 | 130 | 164 | 143 | 582 | -13% |
| adult education & social care | 357 | 83 | 150 | 238 | 143 | 141 | 1,112 | -1% |
| universities | 27 | 58 | 71 | 141 | 145 | 137 | 579 | -6% |
| universal credit | 0 | 0 | 0 | 0 | 47 | 135 | 182 | 187% |
| Eurostar | 13 | 85 | 132 | 209 | 250 | 133 | 822 | -47% |
| freedom of information | 14 | 30 | 60 | 100 | 107 | 124 | 435 | 16% |
| annuities | 0 | 0 | 0 | 0 | 41 | 120 | 161 | 193% |
| local council services | 27 | 105 | 198 | 321 | 369 | 109 | 1,129 | -70% |
| totals by year | 26,216 | 266,532 | 566,472 | 1,321,831 | 1,382,535 | 2,023,626 | | 46% |
| five year total | | | | | | | 5,587,212 | |