

FOI 3149

Mr K Barnes

Sent by email only: Kate Barnes request-503976-64315eb6@whatdotheyknow.com

please write to

Information Rights
Financial Ombudsman Service
PO Box 73208
London
E14 1QQ

20 August 2018

dx 141280 Isle of Dogs 3
website www.financial-ombudsman.org.uk

Dear Ms Barnes,

your request for information

Thank you for your email of 31 July 2018, in which you asked for the following information:

"Please would you kindly provide information on the number new complaint cases received into your service via Resolver each month this year."

response

We've considered your request and unfortunately, we're unable to provide the exact number of complaint referrals through Resolver – because we don't hold the information in a searchable format.

The only way we've been able to track how many cases have been referred to our service through Resolver is by carrying out a search on our case management system for complaints where consumers have asked us to use their resolver email address – as their contact email address. So, the information we hold doesn't capture the cases where people have referred complaints to us through Resolver – but have requested that we use a personal email address in order for us to contact them.

So the following table provides a breakdown of cases we've taken on for investigation through Resolver – based on the information we've been able to capture:

month	new complaints
January	1107
February	1031
March	1068
April	1221
May	1476
June	995
July	1165
August	166
grand total	8229

I hope that my response addresses your request; but, if you don't believe we've fully complied with the Freedom of Information Act 2000 the next steps are overleaf.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Olivia', followed by a small dot.

Olivia Arasakesary
Stakeholder team

email information.rights@financial-ombudsman.org.uk

if you're not satisfied with our response

If you're unhappy with our response, please contact us within two months of the date of this letter – explaining why – and asking us to carry out a review. You can contact us by email at information.rights@financial-ombudsman.org.uk or by writing to this address:

Stakeholder team
Financial Ombudsman Service
PO Box 73208
London
E14 1QQ

If you're still unhappy after we've carried out our review, you can contact the Information Commissioner's Office within three months. You can contact them at:

First Contact Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

phone: 0303 123 1113
email: casework@ico.org.uk
website: www.ico.org.uk/complaints