

Complaints – Statistics July – December 2015

Complaint Handling Statistics

Sesame was a financial adviser network with c140,000 transactions completed in 2015.

Sesame is responsible for investigating complaints made by consumers against its Appointed Representatives. The Financial Conduct Authority (FCA's) definition of a complaint is *'Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the firm's provision of, or failure to provide, a financial service'*.

Consumers may complain at any stage during or after the life of a transaction. Sesame is responsible for Investigating Complaints where the advising firm were part of the Sesame network or predecessor network at the time of the advice.

We are committed to 'Treating Customers Fairly', to Sesame that means ensuring customers receive good outcomes and particularly in relation to Complaint Handling that customers do not face unreasonable post-sale barriers when submitting a claim or making a complaint.

FCA allows a firm 8 weeks to fully investigate a complaint and issues a response, if a final response has not been issued within that timeframe or if this client is unhappy with the final response, the consumer has the right to refer the complaint to the Financial Ombudsman.

For the months July to December 2015 inclusive, Sesame received 829 complaints; this represents a small proportion of the transactions carried out for the same period and an even smaller proportion of all transactions carried out over previous years.

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks	Closed complaints upheld by firm	% Closed complaints upheld by firm
Banking	0	0	N/A	0	0
Home Finance	59	49	82%	14	29%
General Insurance and pure protection	236	220	86%	31	14%
Decumulation, life and pensions	462 ¹	481	69%	167	35%
Investments	72	63	57%	28	44%

1 262 of these were Mortgage Endowments