

RBS GRG Complaints Process – Progress Update 2

Qn. #	Question	30 April to 28 September
1	Number of complaints made	1659 (+386)*, of which 1463 (+338) are eligible for the appeals process
2	Number of outcome letters sent	1024 (+460)
3	Number of outcome decisions in which no payment offered	656 (+255)
4	Number of outcome decisions in which payment offered	368 (+205)
5	Average value of payment offered in (4)	£45,954 (+14,827)
6	Number of outcome decisions rejected by customer	207 (+143)
7	Number of outcome decisions accepted by customer	199 (+122)
8	Number of outcome decisions appealed to ITP	282 (+184)
9	Number of appeals upheld by ITP	27 (+19)
10	Number of appeal outcomes accepted by customer	12 (+8)
11	Number of appeal outcomes rejected by customer	0

*Values in brackets represent the movement against values published at 30/04/2018