

Complaint keywords

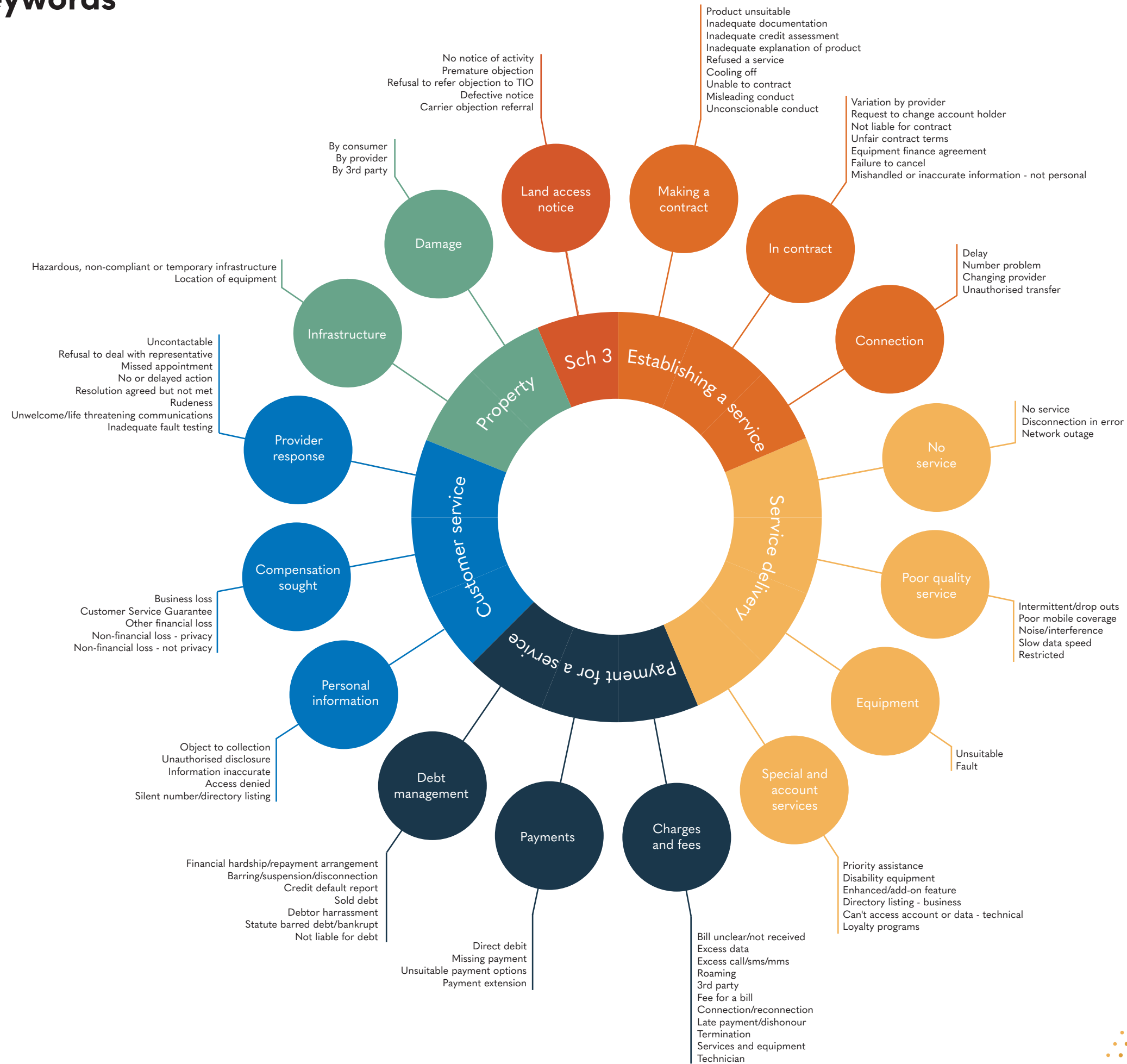


Diagram adapted from 'How we classify disputes', Financial Ombudsman Service 2011-2012 Annual Review