

# NEWS



## Financial Ombudsman Service

### Financial Complaints on the up

**T**he Financial Ombudsman Service has announced that it received over 20,000 complaints from disabled people during 2010 – a proportional rise of 14% to 18% on 2009 – with payment protection insurance, current accounts and credit cards making up the top three causes of complaint. Originally established by Parliament, the free service works to resolve financial disputes between businesses and customers. Caroline Wells, Head of Outreach, said: “We are committed to making the ombudsman service accessible for everyone. If you have a problem with a financial business that you can’t sort out, please get in touch.”

On meeting the individual communications needs of consumers, Caroline added, “Many disabled people tell us they don’t need us to adapt the way we communicate with them, but if you have a specific communication need, please let us know and we’ll see what we can do to help.”

Contact 0300 123 9123 or visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

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