



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean

Financial Services and
Pensions Ombudsman

Freedom Of Information Requests

Q2 2025 – Disclosure Log – Non-Personal Information Only

Date of Request	Requester Type	Request*	Date of Decision	Decision
7 May 2025	Individual	<p>"Also... request under freedom of information the number of complaints received by the FSPO in 2023, 2024 and so far in 2025 and if all of these had gone through their supplier's Complaints Procedure first.</p> <p>Just for clarification, at this point I am only looking for the number of complaints made to the FSPO in relation to High Cost Credit Providers for the period 2023, 2024 and 2025. And in relation to these complaints if the complainants had or had not gone through their Suppliers complaints procedure."</p>	4 June 2025	Partially Granted
13 May 2025	Individual	<p>"We wish to make a freedom of information request for a breakdown of complaint numbers within the "Banking" sector for 2022, 2023 and 2024.</p> <p>The results should show total complaints split by each group (Credit Institutions, Credit Unions, Moneylenders).</p> <p>We also request the Moneylender total be further broken down showing the split between Home Collected Credit and Non-Home Collected Credit. To facilitate this, I have attached a spreadsheet containing a list of the licensed moneylenders from the Central Bank website, indicating which are in each grouping."</p>	10 June 2025	Partially Granted

*Please note: The wording used in the description of the request may not be the exact wording of the original request.