Guide to accessing new dashboard features



3 Use the button at the top of the screen to see more detailed information about the selected bank:

Banking	Complaints by bank 🗸				Bank		Size		Period		\bigcirc
Ombudsman					All	AI 🗸		\sim	2022-Q1 V Reset filters		
Scheme	Click here to see more for ANZ										
	Bank	Bank size 🕖	Complaints ()		Market ① share	Average days to resolve	Resolved				
Complaints at a glance >	ANZ	Large	9,125	41.2%	29.8%	2.0	97%				
	ASB	Large	3.597	41.239		3.4	94%				
Complaints by bank > Complaints by											
								CE	Click on a column to view a graph	a aranh	
products & services >								City			
Complaints by issues >											
						4.7					
Who complains >	Bank of China										
	Bank of India	Small									
	Total		22,132	100.0%	99.0%	2.6	96%				
									·+	++	69%
	Microsoft Power BI				< 10	of 2 >					ß

2 Select a bank from the table:

Banking

Ombudsman Scheme

Banking	Complaints by bank Trailed information is available about backing complaints made from 2022 anores. Citik on bank's name to see more.				Bank		Size		Period		0	
Ombudsman Scheme					All	~	Al ~		2022-Q1 V	Reset filters		
Complaints at a glance >	Bank	Bank size 🛈	Complaints ①	Complaints share		Average days to resolve	Resolved					
	ANZ	Large	9,125	41.2%	29.8%	2.0	97%					
	ASB	Large	3.597	16.3%	18.8%	3.4	94%					
Complaints by bank >	BNZ	Large	3.325	15.0%	18.7%	2.4	97%					
	Kiwibank	Large	1,843	8.3%	4.4%	4.6	92%					
Complaints by products & services >	Westpac	Large	2.938	13.3%	18.7%	2.6	97%					
	Heartland Bank	Medium	168	0.8%	0.7%	4.6	79%	Cli	ck on a column to view	/ a graph		
	HSBC	Medium	73	0.3%	1.1%	3.8	96%					
	Rabobank SBS Bank	Medium	186	0.8%	2.8%	1.4	92% 100%					
Complaints by issues >	The Co-operative Bank	Medium	348	1.6%	0.5%	2.6	96%					
	TSB	Medium	340	1.8%	1.4%	4.7	92%					
	Bank of China	Small	555	0.0%	0.8%	0.8	100%					
Who complains ≻	Bank of India	Small	0	0.0%	0.0%							
	ICBC	Small	0	0.0%	0.4%							
	Nelson Building Society	Small	73	0.3%	0.2%	0.7	100%					
	Total		22,132	100.0%	99.0%	2.6	96%					
										++	69%	

4 Explore the selected bank's complaints data:

