

THE FINANCIAL CONDUCT AUTHORITY'S COMPLAINT RULES (DISP) 1 or 2 half days

Introduction

Objectives of training and complaints handling
An effective complaints culture & general principles
Learning from complaints
FCA, FOS rules and materials

The Process

Identifying Complaints

Definition of complaints
Scope of FCA Complaint Rules (DISP)
Receiving telephone complaints
End of the next three business day rule
Forwarding complaints
Record-keeping responsibilities
Acknowledgement

Investigation

Need for independence
Obtaining authorities
Obtaining the version of events of all people involved
Relationship between discipline and investigations
8 week letters

Final Response

Regulatory requirements - standards and letter form
Structure and live demonstration of the letter
Referring the customer to FOS
Limits on FOS' powers
Dealing with obstructive customers
Record-keeping and reporting

Reasons why complaints are upheld

Unsuitable advice
Customer's misled by non-disclosure
Claims
Bad administration

Compensation principles

Undoing the compliance breach for the customer
Causation

Tax
Interest
Customer unreasonableness

FOS

Jurisdiction
FOS procedure
Time-limits for complaining