

Our Ref: FOI7580

Freedom of Information: Right to know request

Thank you for your email of 18 August 2020, about the themes of whistleblowing reports received by the FCA. Full details of your request can be found in Annex A.

We have treated your email as a request for information under the Freedom of Information Act 2000 (FOIA) and our response is below.

The themes of whistleblowing reports received in 2019 and up to the end of June 2020 are:

- Fitness & Propriety
- Treating customers fairly
- Compliance
- Systems & Controls
- Consumer Detriment
- Culture of organisation

We would like to clarify that allegations falling under a theme of Treating customers fairly, often highlight issues that may occur or need to be prevented, whereas allegations that fall within theme of Consumer Detriment often indicate conduct that has already resulted in consumer harm.

Your right to complain under FOIA

If you are unhappy with this response, you have the right to request an internal review. To do so, please contact us within 40 working days of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner by phone or on their website at:

Telephone: 0303 123 1113

Website: www.ico.org.uk

Annex A

In regard to the below information provided under the freedom of information act by the FCA, I wish to ask under the same legislation what the theme, or themes if multiple, were the complaints about?

Our Ref: FOI7444

Freedom of Information: Right to know request

Thank you for your email of 10 July 2020, in which you asked for:

“How many whistle-blower inquiries / complaints about firms/advisers did the FCA receive in 2019?

How many whistle-blower inquiries / complaints about firms/advisers did the FCA receive in 2020 until end of June?”

We are handling your email as a request for information under the Freedom of Information Act 2000 (FOIA).

In your email of 21 July 2020, you have clarified that your questions relate to the data concerning the whistleblowing reports in relation to adviser and advice firms.

As such we can confirm that we have received 137 whistleblowing reports in 2019 and 60 (up to the end of June 2020) about adviser and advice firms. Please note that the data provided is in regards to advisers or firms whose primary business is offering financial advice.

Your right to complain under FOIA

If you are unhappy with this response, you have the right to request an internal review. To do so, please contact us within 40 working days of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner by phone or on their website at:

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