

Date: 17 May 2021

Our Ref: FOI8244

Dear

Freedom of Information: Right to know request

Thank you for your email of 16 April 2021, in which you asked for the following information:

This request relates to complaints received by the FCA under its Complaints Scheme (<https://www.fca.org.uk/publication/corporate/complaints-scheme.pdf>).

Of the complaints received in 2020:

1) What proportion were investigated, and the complainants provided with the FCA's response, within 28 days of receipt?

2) What proportion were deferred on grounds outlined in section 3.7 of the Scheme rules?

Of the complaints for which the FCA provided its responses to complainants in 2020:

3) What was the mean number of days that passed between receipt by the FCA of the complaint and by the complainant of the FCA's responses?

4) How many complaints are currently awaiting FCA responses, and how many of those were received more than 28 days ago?

We have processed your email in line with the provisions of the Freedom of Information Act 2000 (FOIA) and our response is below.

Question 1

Of the complaints that were received in 2020, 34.6% were investigated and subsequently closed within 28 days of receipt. This does not include cases that fall outside the scope of the scheme, and although are responded to, they are not classed as 'investigated'.

Question 2

44% of new cases received in 2020 were deferred.

Question 3

52 days.

Question 4

As at 12 May 2021, 112 of the complaints that were opened in 2020 were still open. All of the open complaints were received more than 28 days ago.

When considering our response, it may be helpful to also consider the following:

Under paragraph 5.3 of the Scheme, it states:

'Where the relevant regulator(s) do not investigate a complaint under the Scheme, the relevant regulator(s) will write to the complainant explaining why this is the case and informing them of their right to ask the Complaints Commissioner to review the decision. The relevant regulator(s) will do this within four weeks of receiving the complaint.'

Under paragraph 6.4 of the Scheme it states:

'The relevant regulator(s) will seek to resolve the complaint as quickly as possible. The relevant regulator(s) will either finish investigating a complaint within four weeks, or they will write to the complainant within this time setting out a reasonable timescale within which they plan to deal with the complaint'

Therefore, there is no absolute timeline to which the FCA has to respond to its complainants. As stated above, the FCA will look to resolve complaints as quickly as possible.

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 at FreedomofInformationAppeals@fca.org.uk.

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

Yours sincerely

Information Disclosure Team
Financial Conduct Authority