



Complaints against the regulators

(The Bank of England, the Financial Conduct Authority and the Prudential Regulation Authority)

Please complete all of the boxes below (those marked with an asterisk are mandatory).

Your details

* Surname

* First Name

* Title

Individual reference no.

(If Approved Person)

Name of Firm *(If applicable)*

Firm reference no. *(If applicable)*

* Address

* Postcode

* Email Address

* Telephone No.

About your complaint

* Today's date

(When call completed)

dd/mm/yy

* Date when issue arose

(When you first became aware

of the circumstances giving rise to your complaint)

dd/mm/yy

*** Brief details of your complaint**

To be eligible for consideration under the Scheme your complaint must relate to dissatisfaction with the actions or inactions, of the regulators. You must be directly affected by that alleged action or inaction or be representing someone who is so affected.

*** Brief details of steps you have taken to date in order to try and resolve this matter
(including any compensation received to date.)**

* **Misconduct alleged**

E.g. mistakes and lack of care; unreasonable delay; unprofessional behaviour; bias; or lack of integrity. You may wish to include copies of correspondence to be considered as evidence with this form, or if you are filling this out online list evidence that you feel the regulators might wish to request from you. Please note that the regulators may not be able to progress the investigation of your complaint to completion until they have received all the information we require.

* **Remedy Sought**

*This could be an apology, a request for the regulators to consider changing its practises or, under the Scheme, an **ex-gratia** payment.*

Where to send this form:

Complaints against the regulators, 25 The North Colonnade, Canary Wharf, London E14 5HS