



# Complaints against the regulators

The Complaints Scheme is a joint scheme used by the FCA, PRA and the Bank of England. To find out more about how and why we use personal information as part of our complaints handling process and who to contact if you have any queries, please see our privacy notices: [FCA's privacy notice](#) and the Bank of England's privacy notice (which is available on its website).

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

## Your details

* Surname	<input type="text"/>
* First Name	<input type="text"/>
* Title	<input type="text"/>
Individual reference no. <i>(If Approved Person)</i>	<input type="text"/>
Name of Firm <i>(If applicable)</i>	<input type="text"/>
Firm reference no. <i>(If applicable)</i>	<input type="text"/>
* Address	<input type="text"/> <input type="text"/> <input type="text"/>
* Postcode	<input type="text"/>
* Email Address	<input type="text"/>
* Telephone No.	<input type="text"/>

## About your complaint

\* Today's date  dd/mm/yy  
(When call completed)

\* Date when issue arose  dd/mm/yy  
(When you first became aware of the circumstances giving rise to your complaint)

\* **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, 12 Endeavour Square, London E20 1JN or alternatively [complaints@fca.org.uk](mailto:complaints@fca.org.uk)