

# Complain about how the FCA has handled your personal data

If you are unhappy with the way the FCA has handled your personal data, please use this form to tell us about your complaint.

If you make a data protection complaint, you will be asked to provide us with some personal information about yourself, such as your name and email address. This is primarily to help us to respond to your complaint and to allow us to identify you if you contact us again. We will also record any other personal information about you and others that you may provide to us as part of your complaint. When we receive your complaint, we may share your data with relevant teams as needed for investigation. To find out more about how and why we use personal information and who to contact if you have any queries about this, please see our [privacy notice](#).

We will acknowledge your complaint within 30 calendar days on receipt. Where the complaint is complex, unclear and/or multiple issues have been raised, we may ask you to agree the scope of the complaint. Please note, complex complaints may take longer to investigate.

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

## Your details

Surname\*

First Name\*

Title\*

If you are an [Approved Person](#) what is your individual reference number?

Address\*


Postcode\*


Email Address\*

Do you want to authorise another person to act on your behalf?

If so, please provide their name and contact details, including email address.  
(You can change this at any point by contacting us)

### Your circumstances

Have you made a complaint to us before? If yes, please provide further detail regarding the FCA department you have been in contact with.

Do you have a disability or any practical needs where we (the FCA) could help by making adjustments, for example using large print, braille or a different language?

### About your complaint

Today's date\*

dd/mm/yy

Date when issue arose\*

dd/mm/yy

Date when you first became aware of the circumstances giving rise to your data protection complaint\*

dd/mm/yy

Tell us about your data protection complaint. What happened?\*

Tell us what you think the FCA has done wrong in regard to the handling of your personal data.\*

How do you want us to put things right?\*

**Where to send this form:**

You can send this form to [privacy.complaints@fca.org.uk](mailto:privacy.complaints@fca.org.uk) or alternatively via post to us at:  
Data Protection Compliance Team (Risk & Compliance Oversight Division), Financial  
Conduct Authority, 12 Endeavour Square, London, E20 1JN