



# 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 use this form to tell us about your complaint. For information on what types of complaint we can consider see our [webpage](#).**

**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?

If you are complaining on behalf of a firm, what is the firm's name?

If you are complaining on behalf of a firm, what is its firm reference number?

Address

  
  

Postcode

Email Address

Telephone No.

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 the regulators before (FCA/PRA/Bank of England)? If so, please tell us the reference number(s) assigned to your case(s)

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 complaint

dd/mm/yy

### Tell us about your complaint about us. What happened?

How have you been affected by the FCA's actions - financially or otherwise?

Tell us what you think the FCA has done wrong.

What, if any, other steps have you taken to try and resolve the matter? (e.g. made a complaint to the Financial Ombudsman Service or a claim to the Financial Services Compensation Scheme)

If you have taken any further steps, what has been the outcome? (e.g. compensation or apology received)

How do you want the regulator(s) (FCA, PRA or Bank of England) to put things right?

**Where to send this form:**

[complaints.scheme@fca.org.uk](mailto:complaints.scheme@fca.org.uk) or alternatively  
Complaints against the regulators, 12 Endeavour Square, London E20 1JN