

**DISPUTE RESOLUTION: COMPLAINTS SOURCEBOOK (AMENDMENT NO 5)
INSTRUMENT 2015**

Powers exercised by the Financial Ombudsman Service Limited

- A. The Financial Ombudsman Service Limited fixes and varies the standard terms for Voluntary Jurisdiction participants as set out in Part 2 and Section A of Part 3 of the Annex to this instrument in the exercise of the following powers and related provisions in the Financial Services and Markets Act 2000 (“the Act”):
- (1) section 227 (Voluntary jurisdiction);
 - (2) paragraph 18 (Terms of reference to the scheme) of Schedule 17; and
 - (3) paragraph 22 (Consultation) of Schedule 17.
- B. The fixing and variation of the standard terms in Part 2 and Section A of Part 3 of the Annex by the Financial Ombudsman Service Limited is subject to the approval of the Financial Conduct Authority.

Powers exercised by the Financial Conduct Authority

- C. The Financial Conduct Authority makes this instrument in the exercise of the following powers and related provisions in or under:
- (1) the following sections of the Financial Services and Markets Act 2000 (“the Act”):
 - (a) section 137A (FCA’s general rule-making power);
 - (b) section 137T (General supplementary powers);
 - (c) section 139A (Power of the FCA to give guidance);
 - (d) section 226 (Compulsory jurisdiction);
 - (e) paragraph 23(1) (Fees) of Schedule 1ZA (the Financial Conduct Authority); and
 - (f) paragraph 13 (FCA’s rules) of Schedule 17 (the Ombudsman Scheme);
 - (2) paragraph 9 (Record-keeping and reporting requirements relating to relevant transitional complaints) of the Financial Services and Markets Act 2000 (Transitional Provisions) (Complaints relating to General Insurance and Mortgages) Order 2004 (SI 2004/454);
 - (3) paragraph 15 (Record-keeping and reporting requirements relating to relevant complaints) of the Financial Services and Markets Act 2000 (Transitional Provisions) (Ombudsman Scheme and Complaints Scheme) Order 2001 (SI 2001/2326); and
 - (4) the other powers listed in Schedule 4 (Powers exercised) to the General Provisions of the Handbook.
- D. The rule-making powers listed above are specified for the purpose of section 138G(2) (Rule-making instruments) of the Act.

- E. The Financial Conduct Authority approves the standard terms fixed and varied by the Financial Ombudsman Service Limited.

Revocation of certain amendments made by the Complaints Handling and Call Charges Instrument 2015 (FCA 2015/39)

- F. The following amendments made in Part 3 and Part 5 of Annex C to the Complaints Handling and Call Charges Instrument 2015 (FCA 2015/39) are revoked in accordance with paragraph G:

- (1) the amendments to DISP 1.10;
- (2) the amendments to DISP 1.10A;
- (3) the amendments to DISP 1 Annex 1R;
- (4) the deletion of DISP 1 Annex 1AR;
- (5) the amendments to DISP 1 Annex 1BR; and
- (6) Transitional Provision 39 in DISP TP 1.

Commencement

- G. (1) The revocations listed in paragraph F of this instrument come into force on the making of this instrument.
- (2) Parts 1 and 2 of the Annex come into force immediately after (1).
- (3) Part 3 of the Annex comes into force on 30 June 2016.

Amendments to the Handbook

- H. The Dispute Resolution: Complaints sourcebook (DISP) is amended in accordance with the Annex to this instrument.

Notes

- I. In the Annex to this instrument, the “notes” (indicated by “**Note:**”) are included for the convenience of readers but do not form part of the legislative text.

Citation

- J. This instrument may be cited as the Dispute Resolution: Complaints Sourcebook (Amendment No 5) Instrument 2015.

By order of the Board of the Financial Ombudsman Service Limited
25 November 2015

By order of the Board of the Financial Conduct Authority
3 December 2015

Annex

Amendments to the Dispute Resolution: Complaints sourcebook (DISP)

In this Annex, underlining indicates new text and striking through indicates deleted text, unless otherwise stated.

Part 1: Comes into force on the day the instrument is made

DISP 1.9, DISP 1.10, DISP 1 Annex 1R and DISP 1 Annex 1CR are deleted in their entirety and are substituted by the following text. The deleted text is not shown and the replacement text is not underlined.

1 Treating complainants fairly

...

1.9 Complaints record rule

1.9.1 R A *firm*, including, in the case of *MiFID business* or *collective portfolio management* services for a *UCITS scheme* or an *EEA UCITS scheme*, a *branch* of a *UK firm* in another *EEA state*, must keep a record of each *complaint* received and the measures taken for its resolution, and retain that record for:

- (1) at least five years where the *complaint* relates to *MiFID business* or *collective portfolio management* services for a *UCITS scheme* or an *EEA UCITS scheme*; and
- (2) three years for all other *complaints*;

from the date the *complaint* was received.

[**Note:** article 10 of the *MiFID implementing Directive* and article 6(2) of the *UCITS implementing Directive*]

1.9.2 G The records of the measures taken for resolution of *complaints* may be used to assist with the collection of management information pursuant to *DISP* 1.3.3BG(1) and regular reporting to the *senior personnel* pursuant to *DISP* 1.3.3BG(6).

1.10 Complaints reporting rules

1.10.1 R (1) Unless (2) applies, twice a year a *firm* must provide the *FCA* with a complete report concerning *complaints* received from *eligible complainants*.

- (2) If a *firm* has *permission* to carry on only *credit-related regulated activities* or *operating an electronic system in relation to lending* and has revenue arising from those activities that is less than or equal to £5,000,000 a year, the *firm* must provide the *FCA* with a complete report concerning *complaints* received from *eligible complainants* once a year.
- (3) The report required by (1) and (2) must be set out in the format in *DISP 1 Annex 1R*.
- (4) Paragraphs (1) and (2) do not apply to a *firm* with only a *limited permission* unless that *firm* is a *not-for-profit debt advice body* that at any point in the last 12 *months* has held £1 million or more in *client money* or as the case may be, projects that it will hold £1 million or more in *client money* in the next 12 *months*.

1.10.1-A G A *firm* with only a *limited permission* to whom *DISP 1.10.1R*(1) and (2) do not apply is required to submit information to the *FCA* about the number of complaints it has received in relation to credit-related activities under the reporting requirements in *SUP 16.12* (see, in particular, *data item CCR007* in *SUP 16.12.29CR*). A *firm* with *limited permission* to whom *DISP 1.10.1R* (1) and (2) do not apply is also subject to the complaints data publication rules in *DISP 1.10A*.

Forwarded complaints

- 1.10.1A R A *firm* must not include in the report a *complaint* that has been forwarded in its entirety to another *respondent* under the complaints forwarding *rules*.
- 1.10.1B G Where a *firm* has forwarded to another *respondent* only part of a *complaint* or where two *respondents* may be jointly responsible for a *complaint*, then the *complaint* should be reported by both *firms*.

Joint reports

- 1.10.1C R *Firms* that are part of a *group* may submit a joint report to the *FCA*. The joint report must contain the information required from all *firms* concerned and clearly indicate the *firms* on whose behalf the report is submitted. The requirement to provide a report, and the responsibility for the report, remains with each *firm* in the *group*.
- 1.10.1D G Not all the *firms* in the *group* need to submit the report jointly. *Firms* should only consider submitting a joint report if it is logical to do so, for example, where the *firms* have a common central *complaints* handling team, the same *accounting reference date* and are all subject to the same reporting frequencies and submission deadlines.

Information requirements

- 1.10.2 R Part A of *DISP 1 Annex 1R* requires (for the relevant reporting period) information about:

- (1) the total number of *complaints* received by the *firm*;
- (2) the total number of *complaints* closed by the *firm*:
 - (a) within four weeks or less of receipt;
 - (b) more than four weeks and up to eight weeks of receipt; and
 - (c) more than eight weeks after receipt;
- (3) the total number of *complaints*:
 - (a) upheld by the *firm* in the reporting period; and
 - (b) outstanding at the beginning of the reporting period; and
- (4) the total amount of redress paid in respect of *complaints* during the reporting period.

1.10.2-A R Part B of *DISP* 1 Annex 1R requires (for the relevant reporting period) information about:

- (1) the total number of *complaints* received by the *firm*;
- (2) the total number of *complaints* closed by the *firm*;
- (3) the total number of *complaints*:
 - (a) upheld by the *firm* in the reporting period; and
 - (b) outstanding at the beginning of the reporting period; and
- (4) the total amount of redress paid in respect of *complaints* during the reporting period.

1.10.2A R (1) Twice a year a *firm* must provide the *FCA* with a complete report concerning *complaints* received from *eligible complainants* about matters relating to activities carried out by its *employees* when acting as *retail investment advisers*. The report must be set out in the format in *DISP* 1 Annex 1CR.

- (2) *DISP* 1 Annex 1CR requires (for the relevant reporting period) information about:
 - (a) the total number of *complaints* received by the *firm* about matters relating to activities carried out by its *employees* when acting as *retail investment advisers*;
 - (b) the total number of *complaints* closed by the *firm* about matters relating to activities carried out by its *employees* when acting as *retail investment advisers*;

- (c) the total number of *complaints* upheld by the *firm* about matters relating to activities carried out by its *employees* when acting as *retail investment advisers*; and
 - (d) the total amount of redress paid in respect of *complaints* upheld during the reporting period about matters relating to activities carried out by its *employees* when acting as *retail investment advisers*.
- (3) For the purpose of *DISP* 1 Annex 1CR *retail investment adviser* information must be reported by Individual Reference Number (IRN).
- 1.10.3 G For the purpose of *DISP* 1.10.2R, *DISP* 1.10.2-AR and *DISP* 1.10.2AR, when completing the return, the *firm* should take into account the following matters.
- (1) If a *complaint* could fall into more than one category, the *complaint* should be recorded in the category which the *firm* considers to form the main part of the *complaint*.
 - (2) Under *DISP* 1.10.2R(3)(a) or *DISP* 1.10.2-AR, a *firm* should report any *complaint* to which it has given a response which upholds the *complaint*, even if any redress offered is disputed by the complainant. For this purpose, 'response' includes a response under the complainant's written acceptance *rule* (*DISP* 1.6.4R) and a *final response*. Where a *complaint* is upheld in part, or where the *firm* does not have enough information to make a decision yet chooses to make a goodwill payment to the complainant, a *firm* should treat the *complaint* as upheld for reporting purposes. However, where a *firm* rejects a *complaint*, yet chooses to make a goodwill payment to the complainant, the *complaint* should be recorded as 'rejected'.
 - (3) If a *firm* reports on the amount of redress paid under *DISP* 1.10.2R(4), *DISP* 1.10.2-AR(4) or *DISP* 1.10.2AR, redress should be interpreted to include an amount paid, or cost borne, by the *firm*, where a cash value can be readily identified, and should include:
 - (a) amounts paid for distress and inconvenience;
 - (b) a free transfer out to another provider which transfer would normally be paid for;
 - (c) goodwill payments and goodwill gestures;
 - (d) interest on delayed settlements;
 - (e) waiver of an excess on an insurance policy; and
 - (f) payments to put the consumer back into the position the consumer should have been in had the act or omission not occurred.

- (4) If a *firm* reports on the amount of redress paid under *DISP* 1.10.2R(4), *DISP* 1.10.2-AR(4) or *DISP* 1.10.2AR, the redress should not, however, include repayments or refunds of premiums which had been taken in error (for example where a *firm* had been taking, by direct debit, twice the actual premium amount due under a policy). The refund of the overcharge would not count as redress.

[**Note:** See *SUP* 10A.14.24R for the ongoing duty to notify *complaints* about matters relating to activities carried out by an *employee* when acting as a *retail investment adviser*.]

- 1.10.4 R Unless *DISP* 1.10.4AR applies, the relevant reporting periods are:
- (1) the six *months* immediately following a *firm's accounting reference date*; and
 - (2) the six *months* immediately preceding a *firm's accounting reference date*.
- 1.10.4A R If a *firm* has *permission* to carry on only *credit-related regulated activities* or *operating an electronic system in relation to lending* and has revenue arising from those activities that is less than or equal to £5,000,000 a year, the relevant reporting period is the year immediately following the *firm's accounting reference date*.
- 1.10.5 R Reports are to be submitted to the *FCA* within 30 *business days* of the end of the relevant reporting periods through, and in the electronic format specified in, the *FCA Complaints Reporting System* or the appropriate section of the *FCA* website.
- 1.10.6 R If a *firm* is unable to submit a report in electronic format because of a systems failure of any kind, the *firm* must notify the *FCA*, in writing and without delay, of that systems failure.
- 1.10.6A R
- (1) If a *firm* does not submit a complete report by the date on which it is due, in accordance with *DISP* 1.10.5R, the *firm* must pay an administrative fee of £250.
 - (2) The administrative fee in (1) does not apply if the *firm* has notified the *FCA* of a systems failure in accordance with *DISP* 1.10.6R.
- 1.10.7 R A closed *complaint* is a *complaint* where:
- (1) the *firm* has sent a *final response*; or
 - (2) the complainant has indicated in writing acceptance of the *firm's* earlier response under *DISP* 1.6.4R.
- 1.10.8 G [deleted]

Notification of contact point for complainants

- 1.10.9 R For the purpose of inclusion in the public record maintained by the *FCA*, a *firm* must:
- (1) provide the *FCA*, at the time of its *authorisation*, with details of a single contact point within the *firm* for complainants; and
 - (2) notify the *FCA* of any subsequent change in those details when convenient and, at the latest, in the *firm's* next report under the *complaints reporting rules*.

Meaning of revenue

- 1.10.10 G In *DISP* 1.10, references to revenue in relation to any *firm* do not include the amount of any repayment of any *credit* provided by that *firm* as *lender*.

1 Annex 1R Complaints return form

Illustration of the reporting requirements, referred to in *DISP* 1.10.1R

Complaints Return (DISP 1 Ann 1R)

GROUP REPORTING / NIL RETURN DECLARATION

- 1 Does the data reported in this return cover complaints relating to more than one entity? If 'Yes', then list the *firm* reference numbers (FRNs) of all the entities included in this return.

Yes / No

- 2 We wish to declare a nil return

Yes / No

RETURN DETAILS REQUIRED

- 3 Total complaints outstanding at reporting period start date

PART A

Complaints closed and total redress paid during the reporting period

		A	B	C	D	E
	Product/service grouping	Complaints closed within 4 weeks	Complaints closed > 4 but within 8 weeks	Complaints closed > 8 weeks	Total complaints upheld by firm	Total redress paid
4	Banking and credit cards					
5	Home finance					
6	General insurance and pure protection					
7	Decumulation, life and pensions					
8	Investments					

Complaints opened

	Product/service grouping	Product/service	A	B	C	D	E
			Advising, selling and arranging	Terms and disputed sums/charges	General admin/customer service	Arrears related	Other
9	Banking and credit cards	Current accounts					
10		Credit cards					
46		Overdrafts					
11							
12		Savings (inc. Cash ISA) and other banking					
13	Home finance	Equity release products					
14		Impaired credit mortgages					
15		Other regulated home finance products (including second and subsequent charge mortgages)					
16		Other unregulated home finance products					
17	General insurance &	Payment protection insurance					
18		Other general insurance					

19	pure protection	Critical illness					
20		Income protection					
21		Other pure protection					
22	Decumulation, life and pensions	Personal pensions and FSAVCs					
23		Investment linked annuities					
24		Income drawdown products					
25		Endowments					
26		Other decumulation, life and pensions					
27	Investments	Investment bonds					
28		PEPs/ISAs (exc. cash ISAs)					
29		Investment trusts					
30		Unit trusts/OEICs					
31		Structured products					
32		Other investment products/funds					
33		Investment management/services (inc. platforms)					

PART B

		A	B	C	D	E
	Activities	Total complaints outstanding at reporting period start date	Complaints received	Complaints closed	Complaints upheld by firm	Total redress paid £

Lending						
35	Debt purchasing (including complaints in relation to the underlying debt that has been purchased)					
36	Hire purchase/conditional sale agreements					

37	Home credit loan agreements					
38	Bill of sale loan agreements, e.g. logbook lending					
39	Pawnbroking					
40	High-cost short-term credit					
41	Other lending					

42	Credit Broking					
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43	Debt Management activity					
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44	Debt collecting					
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45	All other credit-related activity					
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NOTES ON THE COMPLETION OF THIS RETURN

Nil returns

If no *complaints* have been received during the reporting period and no *complaints* were outstanding at the beginning of the period, the *firm* may submit a NIL RETURN by clicking on the relevant box.

Product/service groupings

Unless otherwise specified, *complaints* should be allocated to these groupings based on the product or service the *complaint* relates to.

If a *firm* has not received any *complaints* relating to a particular product or service during the reporting period, the relevant box should be left blank.

Product and cause categories

The 'other' categories should only be used in exceptional circumstances when none of the specific product or cause categories are appropriate.

A *complaint* should be reported against the product/service element complained about; this may be different to the main policy itself. For example, for a term assurance policy with an attaching critical illness option, where the *complaint* relates to the term assurance element, it

should be reported under 'other pure protection' but where the *complaint* relates to the critical illness element, it should be reported under 'critical illness'.

A *complaint* should only be reported in Part B if it is not covered by a specific category in Part A.

A lender should report *complaints* about the way in which it collects debts due under loans where it is the lender in the relevant lending category.

Annex 1CR Illustration of the online reporting requirements, referred to in DISP 1.10.2AR

This annex belongs to DISP 1.10.2AR

COMPLAINTS BY RETAIL INVESTMENT ADVISERS REPORTING / NIL RETURN DECLARATION

1	Does the data reported in this return cover <i>complaints</i> about matters relating to activities carried out by one or more <i>employees</i> when acting as a <i>retail investment adviser</i> (RIA)? If 'Yes', then please list the individual reference numbers (IRNs) of all the RIAs included in this return.	Yes	No
2	We wish to declare a nil return	Yes	No

Total complaints, complaints closed, complaints upheld and total redress paid during the reporting period

	A	B	C	D	E	F
	IRN	Name of RIA	Total number of complaints received	Total number of complaints closed	Total number of complaints upheld	Total redress paid
1						
2						
3						
4						

NOTES ON THE COMPLETION OF THIS RETURN

Nil Returns

If no *complaints* have been received during the reporting period or none of the *complaints* received is about matters relating to activities carried out by an *employee* when acting as a *retail investment adviser* the *firm* may submit a NIL RETURN by clicking on the relevant box.

Part 2: Comes into force on the day the instrument is made

Amend the following as shown.

4 Standard terms

...

4.2 Standard terms

...

Application of DISP 1 to DISP 3

4.2.3 R The following rules and guidance apply to *VJ participants* as part of the *standard terms*, except where the context requires otherwise:

(1) *DISP* 1 (Treating complainants fairly), except:

...

(b) *DISP* 1.10 (Complaints reporting rules); ~~and~~

(ba) *DISP* 1.10A (Complaints data publication rules); and

(c) ...

...

Part 3: Comes into force on 30 June 2016

Section A: Provisions made by the FCA and the Financial Ombudsman Service Limited

1.5 Complaints resolved by close of the third business day

1.5.1 R The following *rules* do not apply to a *complaint* that is resolved by a *respondent* by close of business on the third *business day* following the day on which it is received:

(1) the *complaints time limit rules* (~~except *DISP* 1.6.1R(1) (Keeping the complainant informed)~~); and

...

...

Summary resolution communication

- 1.5.4 R Where the *respondent* considers a *complaint* to be resolved under this section, the *respondent* must promptly send the complainant a ‘summary resolution communication’, being a written communication from the *respondent* which:

...

...

Section B: Provisions made by the FCA

1.10 Complaints reporting rules

...

Information requirements

- 1.10.2 R Part A of *DISP 1 Annex 1* requires (for the relevant reporting period) information about:
- (1) ~~the total number of *complaints* received by the *firm*;~~
 - (2) ~~the total number of *complaints* closed by the *firm*:~~
 - (a) ~~within four weeks or less of receipt;~~
 - (b) ~~more than four weeks and up to eight weeks of receipt; and~~
 - (c) ~~more than eight weeks after receipt;~~
 - (3) ~~the total number of *complaints*:~~
 - (a) ~~upheld by the *firm* in the reporting period; and~~
 - (b) ~~outstanding at the beginning of the reporting period; and~~
 - (4) ~~the total amount of redress paid in respect of *complaints* during the reporting period.~~
- (1) Where a *firm* receives less than 500 *complaints* in a reporting period, Part A-1 of *DISP 1 Annex 1* requires, for the relevant reporting period and in respect of particular categories of products:
- (a) in Table 1, information about the total number of *complaints* received by the *firm* and the cause of the *complaint*;
 - (b) in Table 2, information about the number of *complaints* that

were:

- (i) closed or upheld within different periods of time; and
 - (ii) the total amount of redress paid by the *firm* in relation to *complaints* upheld and not upheld in the relevant reporting period; and
 - (c) in Table 3, information providing context about the *complaints* received.
- (2) Where a *firm* receives 500 or more *complaints* in a reporting period, Part A-2 of *DISP* 1 Annex 1 requires, for the relevant reporting period and in respect of particular categories of products:
- (a) in Table 4, information about the total number of *complaints* received by the *firm* and the cause of the *complaint*;
 - (b) in Table 5, information about the number of *complaints* that were:
 - (i) closed or upheld within different periods of time; and
 - (ii) the amount of redress paid by the *firm* in relation to *complaints* upheld and not upheld in the relevant reporting period; and
 - (c) in Table 6, information providing context about the *complaints* received.

...

- 1.10.3 G For the purposes of *DISP* 1.10.2R, *DISP* 1.10.2-AR and *DISP* 1.10.2AR, when completing the return, the *firm* should take into account the following matters.

...

- (2) Under ~~*DISP* 1.10.2R(3)(a)~~ *DISP* 1.10.2R(1)(b), *DISP* 1.10.2R(2)(b) or *DISP* 1.10.2-AR, a *firm* should report information relating to all *complaints* which are closed and upheld within the relevant reporting period, including those resolved under *DISP* 1.5 (Complaints resolved by close of the third business day) any *complaint* to which it has given a response which upholds the *complaint*, even if any redress offered is disputed by the complainant. For this purpose, 'response' includes a response under the complainant's written acceptance rule (*DISP* 1.6.4R) and a *final response*. Where a *complaint* is upheld in part or where the *firm* does not have enough information to make a decision yet chooses to make a goodwill payment to the complainant, a *firm* should treat the *complaint* as upheld for reporting purposes. However, where a *firm* rejects a *complaint*, yet chooses to make a goodwill payment to the complainant, the *complaint* should be recorded as

'rejected'.

- (3) If a *firm* reports on the amount of redress paid under *DISP 1.10.2R(4)*, *DISP 1.10.2R(1)(b)(ii)*, *DISP 1.10.2R(2)(b)(ii)*, *DISP 1.10.2-AR(4)* or *DISP 1.10.2AR*, redress should be interpreted to include an amount paid, or cost borne, by the *firm*, where a cash value can be readily identified, and should include:

...

- (4) If a *firm* reports on the amount of redress paid under *DISP 1.10.2R(4)*, *DISP 1.10.2R(1)(b)(ii)*, *DISP 1.10.2R(2)(b)(ii)*, *DISP 1.10.2-AR(4)* or *DISP 1.10.2AR*, the redress should not, however, include repayments or refunds of premiums which had been taken in error (for example where a *firm* had been taking, by direct debit, twice the actual premium amount due under a policy). The refund of the overcharge would not count as redress.

...

1.10A Complaints data publication rules

...

Mode and content of publication

...

- 1.10A.8 G (1) ~~The FCA recommends that firms should publish additional information alongside their complaints data summaries or total number of complaints (as appropriate) in order to relate the number of complaints to the scale of the firm's relevant business. Firms are recommended to publish the relevant standard metrics set out in the table at DISP 1 Annex 1A G with the summaries. Where the complaints data summary or total number of complaints (as appropriate) relates to a joint report the metrics should cover all the firms included in the joint report.~~
- (2) ~~If the recommended metrics do not accurately reflect the scale of the firm's relevant business, the FCA recommends that the firm should publish metrics which best reflect the scale of its business based on the number of its customers or accounts or policies. Firms may also publish other metrics where they consider that these would better reflect the scale of their business.~~
- (3) ~~Firms may also publish other information to aid understanding, for example details of their internal processes for dealing with complaints.~~
~~[deleted]~~

...

Publication of complaints data by the FCA

- 1.10A.10 G (1) To improve *consumer* awareness and to help *firms* compare their performance against their peers, the *FCA* publishes:
- (a) *complaints* data about the financial services industry as a whole; and
- (b) *firm-level complaints* data for those *firms* that are required to publish a *complaints* data summary or the total number of *complaints* (as appropriate) under *DISP 1.10A.1R*.
- (2) The *FCA* also publishes *firm-level* information giving context to the *complaints* data reported to it for those *firms* that are required to publish that information under *DISP 1.10A.1R*.
- 1.10A.11 G For *firms* reporting 500 or more *complaints* under *DISP 1.10.1R(1)* or 1000 or more *complaints* under *DISP 1.10.1R(2)* in the relevant reporting period, the *FCA* will publish the *firm-level complaints* data and information providing context to the *complaints* data reported to it either:
- (1) after the *firm* provides the appropriate consent in the *complaints* data report and confirms that the reported data accurately reflects the data which it will publish under *DISP 1.10A.1R*; or
- (2) after the *FCA* receives an email from the *firm* under *DISP 1.10A.4R* confirming that the *complaints* data summary accurately reflects the report submitted to the *FCA*, that the summary has been published and where it has been published.
- 1.10A.12 G For *firms* with only a *limited permission* that report *complaints* to the *FCA* under the reporting requirements in *SUP 16.12*, the *FCA* will publish the *firm-level complaints* data reported to it after the *FCA* receives an email from the *firm* under *DISP 1.10A.4R*. That email should confirm that the total number of *complaints* accurately reflects the report submitted to the *FCA* under *SUP 16.12*, that the total number of *complaints* has been published and where the information has been published.

...

1 Annex 1R Complaints return form

Illustration of the reporting requirements, referred to in *DISP 1.10.1R*

Complaints Return (DISP 1 Ann 1R)

GROUP REPORTING / ~~NIL RETURN DECLARATION~~

1 Does the data reported in this return cover ~~complaints~~

Yes / No

complaints relating to more than one entity? If 'Yes', then list the firm reference numbers (FRNs) of all the entities included in this return.

- 34 If 'Yes' to 1 (above) list the firm reference numbers (FRNs) of all of the additional entities included in this return. Use the 'add' button to add additional FRNs.

NIL RETURN DECLARATION

- 2 We wish to declare a nil return
(If 'Yes', leave all tables blank, including the contextualisation metrics in tables 3 and 6).

RETURN DETAILS REQUIRED

- 3 Total ~~complaints~~ complaints outstanding at reporting period start date

- 49 Total number of *complaints* opened during the reporting period

COMPLAINTS DATA PUBLICATION BY FCA AND FIRMS

- 47 If you are reporting 500 or more *complaints* under *DISP* 1.10.1R(1) or 1000 or more *complaints* under *DISP* 1.10.1R(2), do you consent to the *FCA* publishing the *complaints* data and information on context contained in this report and due to be published under *DISP* 1.10A in advance of the *firm* publishing the data itself?

- 48 If 'Yes' to 47 (above), does the *firm* confirm that the *complaints* data and information on context contained in this report accurately reflects the information to be published by the reporting *firm* under *DISP* 1.10A?

PART A

Complaints closed and total redress paid during the reporting period

		A	B	C	D	E
	Product/service grouping	Complaints closed within 4 weeks	Complaints closed > 4 but within 8 weeks	Complaints closed > 8 weeks	Total complaints upheld by firm	Total redress paid
4	Banking and credit cards					
5	Home finance					
6	General insurance and pure protection					
7	Decumulation, life and pensions					
8	Investments					

Complaints opened

			A	B	C	D	E
	Product/service grouping	Product/service	Advising, selling and arranging	Terms and disputed sums/charges	General admin/customer service	Arrears-related	Other
9	Banking and credit cards	Current accounts					
10		Credit cards					
46		Overdrafts					
11							
12		Savings (inc. Cash ISA) and other banking					
13	Home finance	Equity release products					
14		Impaired credit mortgages					

15		Other regulated home finance products (including second and subsequent charge mortgages)					
16		Other unregulated home finance products					
17	General insurance & pure protection	Payment protection insurance					
18		Other general insurance					
19		Critical illness					
20		Income protection					
21		Other pure protection					
22	Decumulation, life and pensions	Personal pensions and FSAVCs					
23		Investment linked annuities					
24		Income drawdown products					
25		Endowments					
26		Other decumulation, life and pensions					
27	Investments	Investment bonds					
28		PEPs/ISAs (exc. cash ISAs)					
29		Investment trusts					
30		Unit trusts/OEICs					
31		Structured products					
32		Other investment products/funds					
33		Investment management/services (inc. platforms)					

Part A-1, DISP Annex 1R

For firms receiving less than 500 complaints in the reporting period

Table 1

Complaints opened when fewer than 500 total opened

	A	D	H	L	M	N
	<u>Total</u>	<u>Advising, selling and arranging</u>	<u>Information, sums/charges or product performance</u>	<u>General admin/customer service</u>	<u>Arrears related</u>	<u>Other</u>
<u>50</u>	<u>Current accounts</u>					
<u>51</u>	<u>Credit cards</u>					
<u>52</u>	<u>Overdrafts</u>					
<u>53</u>	<u>Packaged accounts</u>					
<u>54</u>	<u>Savings (including ISAs)</u>					
<u>55</u>	<u>Other banking - Please provide details below</u>					
	<u>55 X</u>					
<u>56</u>	<u>Total banking and credit cards</u>					
<u>57</u>	<u>Equity release</u>					
<u>58</u>	<u>Impaired credit</u>					
	<u>Home finance</u>					

<u>59</u>	<u>Second and subsequent charge</u>								
<u>60</u>	<u>Other regulated home finance products - Please provide details below</u>								
	<u>60 X</u>								
<u>61</u>	<u>Other unregulated home finance products - Please provide details below</u>								
	<u>61 X</u>								
<u>62</u>	<u>Total home finance</u>								
<u>63</u>	<u>Property</u>								
<u>64</u>	<u>Motor & Transport</u>								
<u>65</u>	<u>Travel</u>								
<u>66</u>	<u>Pet</u>								
<u>67</u>	<u>Warranty</u>								
<u>68</u>	<u>Assistance</u>								
<u>69</u>	<u>Medical/health</u>								
<u>70</u>	<u>General insurance packaged multi products</u>								
<u>71</u>	<u>Other general insurance - Please provide details below</u>								
	<u>71 X</u>								
<u>72</u>	<u>Payment protection insurance</u>								
<u>73</u>	<u>Income protection and other accident, sickness and unemployment</u>								
<u>74</u>	<u>Whole of life/term assurance/critical illness</u>								
<u>75</u>	<u>Protection packaged multi products</u>								
<u>76</u>	<u>Other pure protection - Please provide</u>								

Insurance & pure protection

	<u>details below</u>								
	<u>76 X</u>								
<u>77</u>	<u>Total insurance & pure protection</u>								
<u>78</u>	<u>Workplace personal pensions (e.g. SIPP, SHPs, PPPs)</u>								
<u>79</u>	<u>Non-workplace personal pensions (e.g. SIPP, SHPs, PPPs)</u>								
<u>80</u>	<u>Trust based pensions (e.g. occupational and DB)</u>								
<u>81</u>	<u>Pensions packaged multi products</u>								
<u>82</u>	<u>Other pensions - Please provide details below</u>								
	<u>82X</u>								
<u>83</u>	<u>Decumulation & pensions</u>								
	<u>Annuities (including enhanced and impaired)</u>								
<u>84</u>	<u>Drawdown and UFPLS</u>								
<u>85</u>	<u>Third way products (e.g. investment linked, variable, fixed term)</u>								
<u>86</u>	<u>Decumulation packaged multi products</u>								
<u>87</u>	<u>Other decumulation - Please provide details below</u>								
	<u>87X</u>								
<u>88</u>	<u>Total decumulation & pensions</u>								
<u>89</u>	<u>Investment bonds</u>								
<u>90</u>	<u>Endowments</u>								

<u>91</u>	<u>ISAs (where investment held)</u>								
<u>92</u>	<u>Investment trusts</u>								
<u>93</u>	<u>Unit trusts/OEICs</u>								
<u>94</u>	<u>Structured products</u>								
<u>95</u>	<u>ETPs</u>								
<u>96</u>	<u>Discretionary management services</u>								
<u>97</u>	<u>Non-discretionary management services</u>								
<u>98</u>	<u>Platforms</u>								
<u>99</u>	<u>Crowdfunding / peer to peer</u>								
<u>100</u>	<u>FX/CFD/Spreadbetting</u>								
<u>101</u>	<u>UCITS</u>								
<u>102</u>	<u>Investment packaged multi products</u>								
<u>103</u>	<u>Other investment products/funds - Please provide details below</u>								
	<u>103X</u>								
<u>104</u>	<u>Total investments</u>								

Table 2

Complaints closed, upheld and redress when fewer than 500 opened complaints

	A	B	C	D	E	F	G	H
	Complaints closed within 3 days	Complaints closed > 3 days but within 8 weeks	Complaints closed > 8 weeks	Total complaints closed	Total complaints upheld	Total redress paid for upheld complaints	Total redress paid for complaints not upheld	Total redress paid
<u>Product/service grouping</u>								
<u>111 Total banking and credit cards</u>								
<u>117 Total home finance</u>								
<u>132 Total insurance & pure protection</u>								
<u>143 Total decumulation & pensions</u>								
<u>159 Total investments</u>								

Table 3

Contextualisation metrics when fewer than 500 total opened complaints

	<u>A</u>		<u>B</u>	
<u>Product/service grouping:</u>	<u>Provision (at reporting period end date)</u>		<u>Intermediation (within the reporting period)</u>	
<u>164</u> <u>Banking and credit cards</u>	<input type="text"/>	<u>Number of accounts</u>	<input type="text"/>	<u>Number of sales</u>
<u>173</u> <u>Home finance</u>	<input type="text"/>	<u>Number of balances outstanding</u>	<input type="text"/>	<u>Number of policies sold</u>
<u>190</u> <u>Insurance & pure protection</u>	<input type="text"/>	<u>Number of policies in force</u>	<input type="text"/>	<u>Number of policies sold</u>
<u>203</u> <u>Decumulation & pensions</u>	<input type="text"/>	<u>Number of policies in force</u>	<input type="text"/>	<u>Number of sales or equivalent transactions</u>
<u>218</u> <u>Investments</u>	<input type="text"/>	<u>Number of client accounts</u>	<input type="text"/>	

Part A-2, DISP Annex 1R

For firms receiving more than 500 complaints in the reporting period

Table 4

Complaints opened when greater than or equal to 500 opened complaints

	A	B	C	E	F	G	I	J	K	M	N	O
	<u>Total</u>	<u>Advising, selling and arranging</u>	<u>Information, sums/charges or product performance</u>	<u>Disputes over sums/charges</u>	<u>Product performance/features</u>	<u>Product disclosure information</u>	<u>Errors / not following instructions</u>	<u>Delays / timescales</u>	<u>Other general admin/customer service</u>	<u>Arrears Related</u>	<u>Other</u>	<u>Claims</u>
<u>Product/service grouping</u>	<u>Total</u>	<u>Unsuitable advice</u>	<u>Unclear guidance/arrangement</u>	<u>Product disclosure information</u>	<u>Product performance/features</u>	<u>Product disclosure information</u>	<u>Errors / not following instructions</u>	<u>Delays / timescales</u>	<u>Other general admin/customer service</u>	<u>Arrears related</u>	<u>Other</u>	<u>Number of complaints in columns B to N which are claims related</u>
<u>50</u>												
<u>51</u>												
<u>52</u>												
<u>53</u>												

Table 5

*Redress paid reported in
single units*

Complaints closed, upheld and redress when greater than or equal to 500 opened complaints

	A	B	C	D	E	F	G	H
	Complaints closed within 3 days	Complaints closed > 3 days but within 8 weeks	Complaints closed > 8 weeks	Total complaints closed	Total complaints upheld	Total redress paid for upheld complaints	Total redress paid for complaints not upheld	Total redress paid
<u>Product/service grouping</u>								
<u>Product/service</u>								
<u>105</u>	Current accounts							
<u>106</u>	Credit cards							
<u>107</u>	Overdrafts							
<u>108</u>	Packaged accounts							
<u>109</u>	Savings (including ISAs)							
<u>110</u>	Other banking							
<u>111</u>	Total banking and credit cards							
<u>112</u>	Equity release							
<u>113</u>	Impaired credit							
<u>114</u>	Second and subsequent charge							
<u>115</u>	Other regulated home finance products							
<u>116</u>	Other unregulated home finance products							

<u>158</u>	Other investment products/funds																		
<u>159</u>	Total Investments																		

Table 6 *Reported in single units*

Contextualisation metrics when greater than or equal to 500 opened complaints

<u>Product/service grouping</u>	<u>Product/service</u>	<u>A</u>	<u>B</u>
		<u>Provision (at reporting period end date)</u>	<u>Intermediation (within reporting period)</u>

<u>Number of accounts:</u>
<u>160</u> Current accounts
<u>161</u> Credit cards
<u>162</u> Savings (inc. ISAs)
<u>163</u> Other banking
<u>164</u> Total banking and credit cards
<u>165</u> of which have overdraft facility
<u>166</u> of which are packaged accounts

<u>167</u> Banking contextualised	Number of complaints opened per 1000 accounts
--	---

<u>183</u>	<u>General insurance packaged multi products</u>	
<u>184</u>	<u>Other general insurance</u>	
<u>185</u>	<u>Payment protection insurance</u>	
<u>186</u>	<u>Income protection and other accident, sickness and unemployment</u>	
<u>187</u>	<u>Whole of life/term assurance/critical illness</u>	
<u>188</u>	<u>Protection packaged multi products</u>	
<u>189</u>	<u>Other pure protection</u>	
<u>190</u>	<u>Total insurance & pure protection</u>	

191

Number of complaints opened per 1000 policies in force

Insurance & pure protection contextualised

192

Number of complaints opened per 1000 policies sold

Number of policies in force

Number of policies sold

<u>193</u>	<u>Workplace personal pensions (e.g. SIPPs, SHPs, PPPs)</u>	
<u>194</u>	<u>Decumulation & pensions</u> <u>Non-workplace personal pensions (e.g. SIPPs, SHPs, PPPs)</u>	
<u>195</u>	<u>Trust based pensions (e.g. Occupational and DB)</u>	
<u>196</u>	<u>Pensions packaged multi products</u>	

<u>197</u>	<u>Other pensions</u>		
<u>198</u>	<u>Annuities (including enhanced and impaired)</u>		
<u>199</u>	<u>Drawdown and UFPLS</u>		
<u>200</u>	<u>Third way products (e.g. investment linked, variable, fixed term)</u>		
<u>201</u>	<u>Decumulation packaged multi products</u>		
<u>202</u>	<u>Other decumulation</u>		
<u>203</u>	<u>Total decumulation & pensions</u>		

204 **Decumulation & pensions contextualised**

Number of complaints opened per 1000 policies in force

205 Number of complaints opened per 1000 policies sold

Number of client accounts

Number of sales or equivalent transactions

<u>206</u>	<u>Investment bonds</u>		
<u>207</u>	<u>Endowments</u>		
<u>208</u>	<u>ISAs (where investment held)</u>		
<u>209</u>	<u>Investment trusts</u>		
<u>210</u>	<u>Unit trusts/OEICs</u>		
<u>211</u>	<u>Structured products</u>		
<u>212</u>	<u>ETPs</u>		
<u>213</u>	<u>Crowdfunding / Peer to Peer</u>		

<u>214</u>		FX/CFD/Spreadbetting	
<u>215</u>		UCITS	
<u>216</u>		Investment packaged multi-products	
<u>217</u>		Other investment products/funds	
<u>218</u>		Total Investments	
<u>219</u>		of which have discretionary management services	
<u>220</u>		of which have non-discretionary management services	
<u>221</u>		of which sold through a platform	

<u>222</u>		Number of complaints opened per 1000 client accounts	
<u>223</u>		Investments contextualised	
		Number of complaints opened per 1000 sales or equivalent transactions	

PART B

...

NOTES ON THE COMPLETION OF THIS RETURN

Nil returns

...

Valuing data to be reported

Firms should report the actual data requested in this complaints return, using single units. When reporting information on context in Table 6 of Part A-2, lines 167, 174, 175, 191, 192, 204, 205, 222 and 223 firms may use decimals.

Product/service groupings

...

Product and cause categories

...

A complaint should be reported against the product/service element complained about; this may be different to the main policy itself. For example, for a term assurance policy with an attaching critical illness option, where the complaint relates to the term assurance element, it should be reported under 'other pure protection' but where the complaint relates to the critical illness element, it should be reported under 'critical illness'. For example, for a current account with attached packaged account products or policies, where the complaint relates to the current account element, it should be reported under 'Current accounts' but where the complaint relates to the packaged account element, it should be reported under 'Packaged accounts'.

In Table 1 of Part A-1 and Table 4 of Part A-2, in relation to complaints about platforms in the investments product/service grouping, firms should include complaints about the platform rather than the underlying funds or investments.

A complaint should only be reported in Part B if it is not covered by a specific category in Part A.

A lender should report complaints about the way in which it collects debts due under loans where it is the lender in the relevant lending category.

Where Table 1 of Part A-1 and Table 4 of Part A-2 refer to 'Other' products or services (for example, 'Other banking' or 'Other regulated home finance products'), a firm should provide information for up to a maximum of five products or services.

In Table 1 of Part A-1, and Tables 4 and 5 of Part A-2, a complaint should only be reported in a 'packaged multi product' category (for example, 'General insurance packaged multi products' or 'Pensions packaged multi products'), if it is not apparent to which underlying product the complaint relates. For insurance purposes, this may cover both households or small businesses.

In Table 4 of Part A-1, where a complaint is claims related, it should be recorded in 'column O' as well as the relevant column of columns B to N.

In Table 6 of Part A-2, a product should only be included in a 'packaged multi product' category if it is not apparent to which underlying category the policy, pension, investment or account relates.

A complaint should only be reported in Part B if it is not covered by a specific category in Part A.

A lender should report complaints about the way in which it collects debts due under loans where it is the lender in the relevant lending category.

Contextualisation

When providing information giving context to its complaints data, a firm should choose the metric which best reflects whether the business undertaken by the firm predominantly involves intermediation or the provision of products or services by the firm itself. When completing a group report (i.e. the complaints return covers more than one entity – see Question 1, DISP 1 Annex 1R), a group should choose the metric which best reflects whether the business for all firms included in the

group report predominantly involves intermediation or the provision of products or services. A firm or group should only provide information on context for either intermediation or provision, not both activities.

For provision, information on context should indicate the total volume of a firm's relevant business at the end date of the reporting period; this is likely to include accounts opened, loans provided, policies sold and funds and investments provided, and that are still in force, before the commencement of the relevant reporting period.

For intermediation, information on context provided by a firm should indicate the number of sales within the relevant reporting period only.

In Table 3 of Part A-1 or Table 6 of Part A-2:

- (1) When reporting information about the 'number of balances outstanding' in the 'Home Finance' product category, firms should report the total number of balances outstanding (all loans) as reported by the firm at row E.45 or E.53 of E(2) in SUP 16 Annex 19A (Mortgage Lenders and Administrators Return) on the firm's most recent return.
- (2) When reporting information about intermediation sales in the 'Crowdfunding / peer to peer' product category, firms should provide the number of funded pitches within the reporting period.
- (3) When reporting information about the 'number of policies in force' the reported information should cover the number of existing accounts or policies or any relevant past policies that relate to the complaint(s) being reported. For example, in relation to payment protection insurance, a firm may no longer have any current policies in force and the firm may wish to include the total number of past policies issued/sold.
- (4) When reporting the 'number of client accounts', any underlying funds should not be counted. For example, for an ISA you should count the ISA wrapper not the individual funds held within it, or for investment bonds you should count the bond policies not the individual funds. Similarly, when reporting information about a product which is contained within a packaged multi product, only the packaged multi product should be counted rather than all of the underlying policies, funds or investments. However, for insurance purposes where there are packages of underlying and identifiable separate policies these should be counted separately.
- (5) When reporting the number of policies sold/number of sales or equivalent transactions, renewals should be included.

Transparency

To improve consumer awareness and to help firms compare their performance against their peers, the FCA publishes:

- (1) complaints data about the financial services industry as a whole; and
- (2) firm-level data for firms required to publish their data under DISP 1.10A.1R.

The FCA also publishes firm-level information giving context to the complaints data reported where firms are due to publish that information under DISP 1.10A.1R. This will be the data in Table 6 of Part A-2, lines 167, 174, 175, 191, 192, 204, 205, 222 and 223.

For firms reporting 500 or more complaints under DISP 1.10.1R(1) or 1000 or more complaints under DISP 1.10.1R(2) in the relevant reporting period, the FCA will publish the complaints data of the firm either:

- (1) after the firm provides consent in the report; or
- (2) (if the firm does not provide consent) after the FCA receives an email from the firm confirming that the complaints data summary accurately reflects the report submitted to the FCA, that the summary has been published and where it has been published as required by DISP 1.10A.4R.

If the firm ticks the 'Yes' box in this report consenting to the FCA publishing the firm's complaints data, it must also confirm that the data contained in the report accurately reflects the information to be published by the reporting firm.

If the *firm* has submitted a joint report on behalf of a *group*, the *firm* should only tick the 'Yes' box consenting to the *FCA* publishing the *complaints* data if the *firm* is authorised to do so by those *firms* on whose behalf it is submitting this report.

A *firm* which does not provide consent in this report must still ensure that the *complaints* data contained in this report accurately reflects the data which the *firm* is required to publish under *DISP* 1.10A.1R and confirm this to the *FCA* under *DISP* 1.10A.4R.

DISP 1 Annex 1A is deleted in its entirety. The deleted text is not shown.

Amend the following as shown.

1 Annex 1BR Complaints publication report

This table belongs to *DISP* 1.10A.2R.

Complaints publication report

Firm name:

Group: (if applicable):

Other firms included in this report (if any):

Period covered in this report: [e.g. 1 January – 30 June 2015 or 1 January – 31 December 2015]

Brands/trading names covered:

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards				
Home finance				
General insurance and pure protection				
Decumulation, life and pensions				
Investments				
Credit-related			Not applicable	

	<u>Number of complaints opened by volume of business</u>							
<u>Product / service grouping</u>	<u>Provision (at reporting period end date)</u>	<u>Intermediation (within the reporting period)</u>	<u>Number of complaints opened</u>	<u>Number of complaints closed</u>	<u>Percentage closed within 3 days</u>	<u>Percentage closed after 3 days but within 8 weeks</u>	<u>Percentage upheld</u>	<u>Main cause of complaints opened</u>
<u>Banking and credit cards</u>	per 1000 accounts	N/A						
<u>Home finance</u>	per 1000 balances outstanding	per 1000 sales						
<u>Insurance and pure protection</u>	per 1000 policies in force	per 1000 policies sold						
<u>Decumulation and pensions</u>	per 1000 policies in force	per 1000 policies sold						
<u>Investments</u>	per 1000 client accounts	per 1000 sales or equivalent transactions						
<u>Credit related</u>	<i>(Recommended only) per 1000 accounts / loans</i>	<i>(Recommended only) per 1000 sales</i>			N/A	N/A		N/A

Note 1: When providing the appropriate information on the context of complaints, a *firm* should choose the metric which best reflects whether the majority of business undertaken by the *firm*

involves the provision of products or services by the *firm* itself or intermediation. A *firm* should only provide information on context in respect of either provision or intermediation, not both activities.

Note 2: For provision, information on context should relate the number of complaints opened within the reporting period to the total volume of a *firm*'s relevant business at the end date of the reporting period. This is likely to include accounts opened, loans provided, policies sold and funds and investments provided before the commencement of the relevant reporting period.

Note 3: For intermediation, information on context published by a *firm* should relate the number of complaints opened within the reporting period to the number of sales within the relevant reporting period only.

Note 4: It is recommended that *firms* publish appropriate information on context in respect of credit-related complaints. However, publication of this data is not mandatory.

Note 5: When a *firm* publishes the 'main cause of complaints opened', this should be the cause category prompting the largest number of complaints for the relevant product/service grouping in Table 4 of Part A-2, *DISP* 1 Annex 1.

...

TP 1 Transitional Provisions

(1)	(2) Material to which the transitional provision applies	(3)	(4) Transitional provisions	(5) Transitional provision: dates in force	(6) Handbook provision coming into force
...					
<u>39</u>	<u><i>DISP</i> 1.5, <i>DISP</i> 1.10 and <i>DISP</i> 1.10A, <i>DISP</i> 1 Annex 1R, <i>DISP</i> 1 Annex 1BR</u>	<u>R</u>	<p><u>(1) In respect of reporting periods starting on or before 29 June 2016, the <i>rules</i> and <i>guidance</i> in column (2) continue to apply to a <i>firm</i> as they stood at the beginning of the relevant reporting period for the purposes of reporting information about <i>complaints</i> under <i>DISP</i> 1.10 and <i>DISP</i> 1 Annex 1R, and publishing <i>complaints</i> data under <i>DISP</i> 1.10A and <i>DISP</i> 1 Annex 1BR.</u></p> <p><u>(2) For reporting periods commencing on or after 30 June 2016, the <i>rules</i> and <i>guidance</i> in column (2) apply as they stood on 30 June 2016.</u></p>	<u>From 30 June 2016</u>	<u>From 30 June 2016</u>
<u>40</u>	<u><i>DISP</i> 1.5, <i>DISP</i> 1.10 and <i>DISP</i> 1.10A,</u>	<u>G</u>	<u>The effect of TP 39(1) is that a <i>firm</i> with a reporting period which starts on or before 29 June 2016</u>	<u>From 30 June 2016</u>	<u>From 30 June 2016</u>

	<p><u>DISP 1 Annex 1R, DISP 1 Annex 1BR</u></p>	<p>should continue to use the <i>rules, guidance, reporting forms and publication forms as they were at the start of the relevant reporting period and is not required to report or publish information about complaints resolved under DISP 1.5 by close of the business day following its receipt in such a reporting period. However, subject to that, from 30 June 2016 a firm must comply with the rules in DISP 1.5 when dealing with complaints, so a firm would need to send a summary resolution communication under DISP 1.5.4R in relation to any complaint considered to be resolved by close of the third business day following the day on which it is received.</i></p>		
--	---	--	--	--