

COMPLIANCE BULLETIN 2015-09-003

# Adviser Obligations in relation to the Complaints Handling Process for Member Websites

September 2015

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## EXECUTIVE SUMMARY

The purpose of this Compliance Bulletin is to issue further guidance regarding recent changes under FCA Policy Statement PS15/19, Improving Complaints Handling, issued in July 2015. The guidance in this bulletin is only applicable to members who have their own firm website.

This Bulletin Covers:

1. Outline of the required changes
2. Suggested Wording to include on member websites

## Overview

Following on from the recent Compliance Bulletin 2015-09-002 'Adviser obligations following the FCA's Improving Complaints Handling Process', we are issuing this bulletin to clarify website requirements to all members' whose firms have websites available to the general public. The addition to the website is to include details of how the client can contact the Financial Ombudsman Service and how complaints are handled.

## Action Required

The Network will therefore require all firms who have a website to make the following changes-

- Add the Financial Ombudsman Service's website address,
- Add contact details for the Financial Ombudsman Service (telephone number, address and email address),
- Details of how complaints are handled.

These points can be satisfied by adding the Network Complaints Handling Brochure to the website. This not only gives the client details of how to contact the Financial Ombudsman Service but also gives the client full details of the Network complaints process.

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Once amendments have been made you must submit the changes to Compliance for approval. *Please note- we will only be approving the changes and additions made to the Complaints section of the website.*

To request approval please follow the usual process of sending the web-link for your site to [compliance@olpg.co.uk](mailto:compliance@olpg.co.uk) with the heading 'Complaints Website Changes' along with a Financial Promotions Advertising Submission Sheet which can be found on the website under 'Other Helpful Forms'.

For ease you will find below the Network suggested wording to add to your website. However if a variation of this is preferred then please amend as you wish. As mentioned before these changes will need approval by Compliance in all instances.

### Suggested Wording

*We're sorry you've felt you need to complain but letting us know when you're unhappy gives us the opportunity to put matters right for you and improve our service for everybody.*

*For further information on how we can put things right please click on the link to see our Complaints Brochure.*

*[attach link to brochure]*

This brochure can be found in the Compliance section of the website under 'Forms' 'Other Helpful Forms'.

### The Rules

As published in July 2015 the updated FCA rule that we are addressing in particular is as follows-

DISP 1.2.1 R (1) *publish appropriate information regarding their internal procedures for the reasonable and prompt handling of complaints.*

DISP 1.2.1 R (4) (a) *provide information to eligible complainants, in a clear, comprehensible and easily accessible way, about the Financial Ombudsman Service, including the Financial Ombudsman Service's website address: on the respondent's website, where one exists.*

### **FOR MORE INFORMATION:**

Call In Partnership at **01403 214200** or email [compliance@olpg.co.uk](mailto:compliance@olpg.co.uk)

### **Important information**

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First used: September 2015