

FSCL'S COMPLAINTS PROCESS SUMMARY

YOU TALK TO OUR EARLY ASSISTANCE TEAM ABOUT YOUR COMPLAINT

- We notify the person or company you are complaining about (participant)
- The participant will contact you to try to resolve your complaint.
- We will check in after 10 working days.

NO

We will need to give the participant another 10 working days to resolve your complaint.

Is your complaint resolved?

YES

That is good, we will close your file at our end.

EARLY ASSISTANCE CONTINUES

- We will continue to check in with you to see how things are going.
- If the participant says your complaint is deadlocked, we can begin our investigation.
- Or, if your complaint is not resolved after 20 working days, we can start our investigation.
- A participant can ask for a maximum of 40 working days to resolve your complaint.

NO

We look at progressing your complaint to investigation.

Is your complaint resolved?

YES

That is good, we will close your file at our end.

BEFORE INVESTIGATION

- We will ask you for a Permission to Release Information form.
- If your complaint falls outside our rules and we cannot open an investigation, we will tell you why.

YOUR COMPLAINT MOVES TO INVESTIGATION

- We will assign a case manager to your file who will contact you and the participant to discuss your complaint.
- We will ask the participant to provide all the information about your complaint within 10 working days.
- We will review all the information we have and talk to both parties about how the complaint may be resolved.
- We may meet with you and the participant to see if we can reach an agreement. This is called conciliation.

NO

We continue our investigation.

Is your complaint resolved?

YES

We will ask you to sign a settlement agreement, then we will close your file.

PRELIMINARY DECISION

Our Financial Ombudsman and Chief Executive Officer, who is the decision maker on complaints, will review your complaint and give you either her **preliminary decision**, explaining how she thinks your complaint should be resolved, or her **preliminary view**, explaining why she thinks your complaint is unlikely to succeed or falls outside our rules. If both parties accept the preliminary decision or view, we may ask you to sign a settlement agreement and we will end our investigation. If either party does not accept the decision or view, we will ask for the reasons why and our investigation continues.

FINAL DECISION

Our Financial Ombudsman and Chief Executive Officer will consider any reasons provided by each party, before issuing her **final decision**. This is the last step of our process. The participant is bound by the decision, but you are not. If you disagree with the decision, you can choose to pursue your complaint elsewhere.