

Chapter 1

Treating complainants fairly

1.9 Complaints record rule

1.9.1

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A firm, a payment service provider or an e-money issuer, 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 *collective portfolio management services* for a *UCITS scheme* or a *scheme* which, immediately before *IP completion day*, or an *EEA UCITS scheme*; and
- (2) three years for all other *complaints*;

from the date the *complaint* was received.

Note: article 6(2) of the *UCITS implementing Directive*]

1.9.2

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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).