

Chapter 4

British Steel Consumer Redress Scheme

4.6 Supervision and delegation of scheme process by firms

4.6.1 **R** A *firm* must ensure that the steps required by this chapter are undertaken or supervised by:

where ■ DISP 1.3.7R applies, the *individual* appointed by the *firm*; or
a *person* of appropriate seniority in all other cases

- 4.6.2** **G**
- (1) A *firm* intending to outsource any of the obligations imposed on it under this chapter should have due regard to the *rules* and *guidance* on outsourcing which are applicable to it, notably in SYSC.
 - (2) A *firm* which outsources any of the obligations imposed on it under this chapter in respect of communications with *consumers* should ensure that those communications are clear as to the identity of the *firm*.