**Dispute resolution: Complaints** 

Chapter 1

Treating complainants fairly

■ Release 34 ● Mar 2024 www.handbook.fca.org.uk DISP 1/2

## Illustration of the online reporting requirements, referred to in DISP 1.10.2AR

This annex belongs to ■ DISP 1.10.2A R -DISP 1 Annex 1C R