

Chapter 2

Jurisdiction of the Financial Ombudsman Service

2.2

Which complaints can be dealt with under the Financial Ombudsman Service?

- 2.2.1
- G

The scope of the *Financial Ombudsman Service*'s two jurisdictions depends on:

 - (1) the type of activity to which the *complaint* relates (see ■ DISP 2.3, ■ DISP 2.4 and ■ DISP 2.5);
 - (2) the place where the activity to which the complaint relates was carried on (see ■ DISP 2.6);
 - (3) whether the complainant is eligible (see ■ DISP 2.7); and
 - (4) whether the *complaint* was referred to the *Financial Ombudsman Service* in time (see ■ DISP 2.8).
- 2.2.2
- G

The effect of section 234B of the *Act* is that where a *person* (a “successor”) has assumed a liability (including a contingent one) of another *person* who was, or would have been the *respondent* in respect of a *complaint*, the *complaint* may be dealt with by the *Ombudsman* as if the successor were the *respondent*.