

## Chapter 3

# Complaint handling procedures of the Financial Ombudsman Service

## 3.8 Dealing with information

- 3.8.1** **R** In dealing with information received in relation to the consideration of a *complaint*, the *Financial Ombudsman Service* will have regard to the parties' rights of privacy.
- 3.8.2B** **R** This does not prevent the *Ombudsman* disclosing information:
- (1) to the extent that he is required or authorised to do so by law; or
  - (2) to the parties to the *complaint*; or
  - (3) in his determination; or
  - (4) at a hearing in connection with the *complaint*.
- 3.8.3** **R** So long as he has regard to the parties' rights of privacy, the *Ombudsman* may disclose information to the *FCA* or any other body exercising regulatory or statutory functions for the purpose of assisting that body or the *Financial Ombudsman Service* to discharge its functions.