

Chapter 3

Complaint handling procedures of the Financial Ombudsman Service



3.9 Delegation of the Ombudsman's powers

- 3.9.1A

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The *Ombudsman* may designate members of the staff of *FOS Ltd* to exercise any of the powers of the *Ombudsman* relating to the consideration of a *complaint* apart from the powers to:

(1) determine a *complaint*; or

(2) authorise the disclosure of information to the *FCA* or any other body exercising regulatory or statutory functions.
- 3.9.2

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In ■ DISP 2 to ■ DISP 4 any reference to "the *Ombudsman*" includes a reference to any member of the staff of *FOS Ltd* to whom the exercise of any of the powers of the *Ombudsman* has been delegated.