

DISPUTE RESOLUTION: COMPLAINTS SOURCEBOOK (COMPLAINTS RESOLUTION RULES) (AMENDMENT) INSTRUMENT 2008

Powers exercised by the Financial Ombudsman Service Limited

- A. The Financial Ombudsman Service Limited makes:
- (1) the rule in the Annex to this instrument for licensees relating to the Consumer Credit Jurisdiction; and
 - (2) the standard term in the Annex to this instrument for VJ participants relating to the Voluntary Jurisdiction;
- in exercise of the following powers and related provisions in the Financial Services and Markets Act 2000:
- (a) section 226A (Consumer credit jurisdiction);
 - (b) section 227 (Voluntary jurisdictions);
 - (c) paragraph 16B (Consumer credit jurisdiction) of Schedule 17; and
 - (d) paragraph 18 (Terms of reference to the scheme) of Schedule 17.

Approval of the Financial Services Authority

- B. The making of this rule and standard term by the Financial Ombudsman Service Limited is subject to the consent and approval of the Financial Services Authority.

Commencement

- C. This instrument comes into force on 6 March 2008, subject to the approval of the Financial Services Authority having been received before that time.

Amendments to the Dispute Resolution: Complaints sourcebook

- D. The Dispute Resolution: Complaints sourcebook (DISP) is amended in accordance with the Annex to this instrument.

Citation

- E. This instrument may be cited as the Dispute Resolution: Complaints Sourcebook (Complaints Resolution Rules) (Amendment) Instrument 2008.

By order of the Board of the Financial Ombudsman Service Limited

1 February 2008

Annex

Amendment to the Dispute Resolution: Complaints sourcebook (DISP)

In this Annex, striking through indicates deleted text.

Respondents with two-stage complaints procedures

- 1.6.5 R If, within eight weeks of receiving a *complaint*, the *respondent* sends the complainant a written response which:
- ...
- (4) indicates it will regard the *complaint* as closed if it does not receive a reply within eight weeks ~~of the complainant's receipt of the response~~;
- the *respondent* is not obliged to continue to comply with *DISP* 1.6.2R unless the complainant indicates that he remains dissatisfied, in which case, the obligation to comply with *DISP* 1.6.2R resumes.