

## Complaints against the regulators

### (The Bank of England, the Financial Conduct Authority, and the Prudential Regulation Authority)

The Complaints Scheme is a joint scheme used by the PRA, FCA and the Bank of England. To find out more about how we process complaints and how we use personal information as part of our complaints handling process and who to contact if you have any queries, please see our [privacy notice](#) on our website.

Please complete all the boxes below.

#### Your details:

Title (Mr/Mrs/Miss etc)	<input type="text"/>
First Name	<input type="text"/>
Surname	<input type="text"/>
Position	<input type="text"/>
Telephone	<input type="text"/>
Mobile	<input type="text"/>
Email	<input type="text"/>

Individual reference no. (if approved person)

Name of firm (if applicable)

Firm reference no. (if applicable)

[Grid of 28 empty boxes]

**Address:**

Address [Grid of 28 empty boxes]

Town [Grid of 28 empty boxes]

County [Grid of 28 empty boxes]

Post Code [Grid of 28 empty boxes]

Country [Grid of 28 empty boxes]

Telephone Number [Grid of 28 empty boxes]

Email Address [Grid of 28 empty boxes]

**About your complaint:**

**Today's date** (when call completed) (dd/mm/yyyy)

[Grid of 2 empty boxes] / [Grid of 2 empty boxes] / [Grid of 4 empty boxes]

**Date when issue arose** (when you first became aware of the circumstances giving rise to your complaint) (dd/mm/yyyy)

[Grid of 2 empty boxes] / [Grid of 2 empty boxes] / [Grid of 4 empty boxes]

**Brief details of your complaint.** To be eligible for consideration under the Scheme your complaint must relate to dissatisfaction with the actions, inactions, of the Regulators, in relation to one or more of their relevant functions, as defined in section 85 of the Financial Services Act 2012. You must be directly affected by that alleged action or inaction or be representing someone who is so affected.

[Large empty rectangular box for details]

**Brief details of the steps you have taken in order to try and resolve this matter**  
(including any compensation received to date)

**Misconduct alleged.** E.g. mistakes and lack of care; unreasonable delay; unprofessional behaviour; bias; or lack of integrity. You may wish to include copies of correspondence you wish to be considered as evidence with this form, or if you are filling this out online, list evidence that you feel the Regulators might wish to request from you. Please note that the Regulators may not be able to progress the investigation of your complaint to completion until we have received all the information we require.

**Outcome sought.** This could be an apology, a request for the Regulators to consider changing its practices or, under the Scheme, a discretionary compensatory payment.

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**Where to send this form:**

Email to: [Complaints@bankofengland.co.uk](mailto:Complaints@bankofengland.co.uk)

Or post to: Complaints Against the Regulators, Bank of England, 20 Moorgate, London EC2R 6DA