



BANK OF ENGLAND
PRUDENTIAL REGULATION
AUTHORITY

**The PRA's response to the
Complaints Commissioner's Report
PRA00011
Published on 17 July 2018**

We have considered the final report of the Complaints Commissioner on complaint PRA00011.

The PRA notes the Commissioner's decision to uphold the complaint. The PRA accepts the criticism of the handling of the complaint. The Commissioner has made one recommendation for the PRA to consider.

This complaint was concluded by the PRA in 2013, and as reported in the PRA's Annual Report for 2013/14, 123 complaints were received by the PRA in that period. Of those complaints 99% were relating to a single issue and received at the same time. The processes that had been designed when the PRA was created were not sufficient to deal with the volume of complaints received. Although each letter was individually assessed, it was decided to use some standard wording to ensure consistency across all responses so that complainants all received the same level of information. The PRA acknowledges that rather than provide a quick formal response to complainants, it could have taken longer to respond and provide more tailored responses. The formal responses, and evolving press coverage, generated further correspondence with complainants which further impacted the PRA's ability to respond in a timely manner. Shortly after the conclusion of this complaint in September 2013, in accordance with the scheme the PRA took a decision to defer any investigations into any further complaints on the matter while there was ongoing complex regulatory action by the PRA. Those complaints were concluded the following year.

At the end of 2013, the PRA Complaints Function conducted a review of lessons learned during that period and implemented a number of changes to its processes as a result. The PRA does not believe the Complaints Commissioner's findings are reflective of the current processes in place for handling complaints. The changes made include having a process in place for dealing with large volumes of complaints received in a short time period on a single issue. While this approach has not been tested for complaints received under the scheme subsequently, these lessons have been successfully applied to other areas within the PRA where activity may lead to unexpected spikes in correspondence. The complaints volumes in recent years have been fewer than ten per year.