

Bank of England

Response to the Complaints Commissioner's Annual Report 2024/25: 'Reviewing how the financial services regulators consider complaints'

On behalf of the Bank of England and the Prudential Regulation Authority

July 2025



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Presented to Parliament pursuant to section 87 of the Financial Services Act 2012 (as amended by the Small Business, Enterprise and Employment Act 2015 and the Financial Services and Markets Act 2023).

We welcome the second Annual Report of the Complaints Commissioner, Rachel Kent (the Commissioner), covering the period from 1 April 2024 to 31 March 2025 (the Period) and would like to thank the Commissioner and her office for their hard work over this Period.

We note the Commissioner's comments in relation to the six complaints against the Prudential Regulation Authority, including the joint complaint against the Financial Conduct Authority, during the Period.