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(By email)

17 August 2015

Our Ref: FOI4149

Freedom of Information : Right to know request

We refer to your request under the Freedom of Information Act 2000 (the Act), for the following information. Your request has been numbered for ease of reference.

- "1. Please can you tell me how many complaints against the FCA were received during the 12 months applicable to your annual report of 2014/2015 that were about, or were related in any way to Interest Rate Hedging Products and/or Commercial Fixed Rate Loans (which present the customer with a similar risk of incurring sizeable exit or 'break' costs).*
- 2. Can you also tell me how many of those complaints against the FCA that were received in 2014/2015 in respect of either or both types of products are now categorised as 'closed' and, of those that have been closed:*
 - a) how many were not investigated?*
 - b) how many were not upheld?*
 - c) how many were fully upheld?*
 - d) how many were partially upheld?"*

Your request has now been considered.

In relation to point 1, we can confirm that we have received 23 complaints that fall within the scope of your request.

The information requested for point 2 is provided in the table below.

Not investigated (inc excluded, referred, deferred)	18
Not upheld	4
Fully upheld	0
Partially upheld	1

The FCA considers every formal complaint it receives and decides the best way forward under the Complaints Scheme (the Scheme). Not all complaints result in an investigation of the matters raised.

Should you require further information about the circumstances under which the FCA may not investigate a complaint you can refer to section three '[Coverage and Scope](#)' of the Scheme.

Yours sincerely

Information Access Team
Financial Conduct Authority