

Financial Services Consumer Panel

AN INDEPENDENT VOICE FOR CONSUMERS OF FINANCIAL SERVICES

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Dear Ms Flannigan

CP11/8 data collection: Retail Mediation Activities Return and complaints data**

This is the Financial Services Consumer Panel's response to CP11/8** data collection.

The Panel is not in a position to comment on the specific questions raised in the Paper, but we strongly support the FSA's proposals for addressing the data collection issues raised by the Retail Distribution Review. The changes set out in the Paper, including collecting complaints data at individual adviser level, should assist the FSA and subsequently the Financial Conduct Authority, to fulfil its supervisory obligations in the post-RDR environment.

Yours sincerely

Kay Blair
Vice Chair
Financial Services Consumer Panel