



Release Handbook Summary

Release 123

This release contains pages to be inserted in to your paper version of the Handbook in order to bring it up to date. These changes came into force between 7th February 2012 and 6th March 2012.

Please note that you will only receive updated pages to Handbook modules that you have subscribed to when there are changes to those modules. Therefore, there will be some months when you may not receive any updated release pages. If you have a query regarding your modules please see the Instruments listed by module on the FSA website. A checklist, detailing which release number last updated pages within the Handbook hardcopy, is available. To view this, please visit <http://www.fsa.gov.uk/Pages/Library/Policy/Handbook/Releases/index.shtml>, choose the most recent release and click the link "Handbook checklist summary" on the right-hand side of the page. Please remove existing pages and insert the new pages into your Handbook as follows:

CHANGES TO SOURCEBOOK OR MANUAL	REMOVE		INSERT		BOARD DATE	EFFECTIVE DATE
	Page number	Number of sheets/ leaves	Page number	Number of sheets/ leaves		
HIGH LEVEL STANDARDS						
TC: TRAINING AND COMPETENCE (last updated in Release 121)						
Appendix 4		Entire Appendix	1	Entire Appendix	1	23 Feb 2012 24 Feb 2012

CHANGES TO SOURCEBOOK OR MANUAL		REMOVE		INSERT		BOARD DATE	EFFECTIVE DATE
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REDRESS							
DISP: DISPUTE RESOLUTION: COMPLAINTS (last updated in Release 122)							
Chapter 1	1.10.6A	25 – 32	4	25 – 34	5	19 Jan 2012	1 Mar 2012
TP 1		5 – 8	2	5 – 8	2	19 Jan 2012	1 Mar 2012

* In addition to pages containing the Handbook paragraph changes listed, we are also issuing replacement pages for certain parts of this chapter following a change in page layout; these pages contain no further textual changes.

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*** *N.B: This annex/appendix consists of one or more PDFs. Please see the relevant part of the Handbook Online to view, download and/or complete the most recent version.*

