

Timeline for our work



Now

We're investigating whether customers have lost out because of widespread misconduct.



May 2025

We set out our findings and whether we plan to:

Tell firms to respond to your complaint in the usual way.

Introduce a different approach to dealing with complaints.

We will consult on our plans before making a final decision, so everyone has the chance to have their say.



From May 2025

Your provider handles your complaint in the usual way.



December 2025

We confirm what our approach to dealing with complaints will involve and what this means for you.



From 2026

Providers follow the new approach to dealing with complaints and pay you compensation where it's due.