

24 March 2026

Final report by the Complaints Commissioner**Complaint number 202500604***The complaint*

1. On 17 December 2025, you submitted a complaint to my office regarding the FCA postponing the deadline (until 31 May 2026) for car finance companies to pay discretionary commission arrangements (“**DCA**”) to customers. I understand your complaint to be that from January 2024, when the FCA announced its review into potential widespread misconduct concerning the historic use of DCAs, until the point at which you anticipate receiving any compensation, nearly three years will have elapsed. You consider this delay to be excessive, you believe that the FCA has handled the matter inadequately and you would like the process to be ‘sped up’.

Outcome: Not Investigated. The complaint as submitted to my office covers a much broader time frame than the complaint raised initially with the FCA and has therefore not been considered by the FCA in its Decision Letter dated 16 December 2025. It is materially different from the one you raised with the FCA, and which is investigated: namely its postponement of the deadline for car finance companies to pay discretionary commission arrangements (DCA) to customers¹. Under the complaints Scheme to which both the FCA and I am subject to, it is the usual practice that the FCA reviews matters first. For this reason, I suggest you refer this matter back to the FCA for its consideration. For the record, I have not reviewed the material you have provided, nor considered the merit of this complaint. I am making a determination in respect of a point of process.

¹ <https://www.fca.org.uk/news/statements/pause-motor-finance-complaints-handling-lift-31-may-2026>
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Analysis

2. On 9 December 2025, you submitted a complaint to the FCA regarding the extension imposed by the regulator in relation to the FCA postponing the deadline for car finance companies to pay discretionary commission arrangements (DCA) to customers. Specifically, you were frustrated that you had not received any compensation or reimbursement under a DCA and were unlikely to until 8 weeks after 31 May 2026.
3. The FCA responded to you in its Decision Letter dated 16 December 2025. It explained that it could not investigate your complaint under the Complaints Scheme. This was because your complaint was regarding a legislative function of the FCA including the making of rules and issuing of general guidance. Specifically, your complaint was in relation to the *“FCA’s pause and extension to the temporary changes to handling rules for how motor finance firms handle DCA complaints”*. Complaints about the making of rules are excluded from the Complaints Scheme under paragraph 2.9(c).
4. The FCA has explained, that complaints which challenge the substance of rules themselves fall outside the scope of the Complaints Scheme. Paragraph 2.9(c) of the Scheme excludes complaints about the regulators’ “legislative functions,” which include the making, amending or withdrawal of rules and guidance. This exclusion exists because rule-making is a function delegated to the FCA by Parliament, and Parliament intended that policy decisions about the content of FCA rules should be subject to consultation, judicial review, and scrutiny by Parliament, but not to investigation under the Complaints Scheme.
5. However, in order to be helpful, the Complaints Team did confirm that it had liaised internally with the department most closely connected to your complaint. It provided a detailed explanation about the background to the redress scheme for motor finance claims (from January 2024) and the stages in the process which has led it to the current stage of extending the deadline for payments under DCAs.
6. You then referred your complaint to me, however the matter you raise with me is different from the one the FCA investigated, which was postponing the deadline for car finance companies to pay discretionary commission

arrangements (DCA) to customers. I understand your complaint to me to be that, from January 2024, when the FCA announced its review into potential widespread misconduct concerning the historic use of DCAs, until the point at which you anticipate receiving any compensation, nearly three years will have elapsed. You consider this delay to be excessive and believe that the FCA has handled the matter inadequately.

7. This matter was not raised by you as part of the complaint considered by the FCA in its decision dated 16 December 2025. Under the complaints Scheme to which both the FCA and I am subject to, it is standard practice that the FCA reviews matters first. For this reason, I suggest you refer this matter back to the FCA for its consideration in the first instance. If you are not satisfied with the new FCA decision letter in relation to your complaint you can refer it to me for an independent review.
8. For the reasons set out above I am exercising my discretion not to investigate your complaint until the FCA has reviewed it in the first instance.

The Complaints Commissioner

Complaints Commissioner

24 March 2026