



Complaints Commissioner

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BSPS group complaint update – 22 September 2025

We have today (22 September 2025) issued a Preliminary Report to Complainants, their representatives and the FCA. We have asked for comments on the Preliminary Report within the next eight weeks until 5pm on **17 November 2025** but if additional time is needed to respond then we have asked anyone requesting additional time to let us know and we will consider those requests.