



Complaints Commissioner

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## **BSPS group complaint update – 07 January 2026**

On 22 September 2025, the Commissioner issued a Preliminary Report to Complainants, their representatives and the FCA. At the request of Complainants, we have extended the time for providing us with comments on the Preliminary Report until 5pm on 16 January 2026. If additional time is needed to respond, then please get in touch and we will consider those requests. In the meantime, we have been reviewing the comments that we have received to date on the Preliminary Report in preparation for the issue of the Final Report in due course.