

Basset & Gold Plc, Basset Gold Ltd and B&G Finance Ltd – update September 2025

The Office of the Complaints Commissioner (the “OCC”) has received a number of complaints relating to the Financial Conduct Authority’s (the “FCA”) investigation decision letter regarding these three companies. In accordance with the OCC’s usual practice where there are multiple parties complaining about the FCA’s decision on similar matters, the OCC intends to issue one report to all complainants on this case, taking into account the substantive representations of the complainants generally.

The three-month referral period provided by the Complaints Scheme (for complainants to refer complaints about the FCA to the OCC) closed on 28 August 2025 for the above-described group complaint.

The FCA provided an initial set of documents for the OCC’s review during the referral period. During the referral period, OCC carried out an initial review of the documents provided and submitted a request to the FCA for further documents. The additional documents provided by the FCA run to well over 2000 pages and the OCC is in the process of reviewing these documents.

The facts relevant to this group complaint are complex and concern a lengthy period of time and a number of parties. The OCC may need to make further enquiries of the FCA in the course of its investigation. Accordingly, while the OCC typically aims to prepare a preliminary report within 6 months of the end of the referral period, these factors may necessitate a lengthier investigation period.

The OCC will update its website when there are substantive updates to share.