

07 November 2016

Dear Complainant,

**Complaint against the Financial Conduct Authority (FCA)
Reference Number: FCA00240**

Thank you for your email complaining about the FCA. I have now completed my review of the FCA's investigation into your complaint.

How the complaints scheme works

You can find full details of how I deal with complaints at www.fsc.gov.uk.

What we have done since receiving your complaint

We have now reviewed the records provided by the FCA. My decision on your complaint is explained below.

Your complaint

You are unhappy that the banks are allowed to set their own interest rates. In your opinion the FCA should take a "cap and collar" approach to ensure the "banks are making reasonable commercial decisions on interest rates which are also economically sound".

You also believe the FCA lied to you and wrongfully excluded your complaint. You say "it is for the Bank of England to create rules on interest rate policy for banks" and "it is for the FCA to regulate the Bank of England".

My position

In its decision letter of 20th October 2016, the FCA excluded your complaint because it fell outside the Complaints Scheme.

Paragraph 3.4 c) of the Scheme says that the Scheme does not deal with complaints about the performance of the regulator's legislative functions - which include the making of rules and policies. You can find the full details of the Scheme at <http://fsc.gov.uk/complaints-scheme/>.

Having reviewed your complaint, I agree with the FCA that it falls outside of the Scheme. You say that the FCA regulates the Bank of England, this is not correct. The FCA does not regulate the Bank of England and the Complaints Scheme only allows me to look at certain complaints about the Bank (Paragraph 3.4 d). Because you are not complaining about the Bank of England's supervision of recognised clearing houses and inter-bank payment systems, your complaint does not fall within the Scheme.

Conclusion

I understand that you are unhappy with the FCA's response to your complaint. In my view, the response was correct, and they also provided you with additional information about the work they are undertaking in the area you are complaining about.

I know you will be disappointed with my decision but hope that you will understand why I have reached it.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Antony Townsend', with a large, stylized flourish at the end.

Antony Townsend
Complaints Commissioner