

SCHEDULES

SCHEDULE 11

THE FINANCIAL OMBUDSMAN SERVICE

- 26 In paragraph 16B (procedure for complaints etc), in sub-paragraph (1), after paragraph (d) insert—
- “(e) may provide that an ombudsman may correct any clerical mistake in a determination made by that ombudsman;
 - (f) provide that any irregularity arising from a failure to comply with any provisions of the consumer credit rules does not of itself render a determination void.”