
STATUTORY INSTRUMENTS

2001 No. 2326

FINANCIAL SERVICES AND MARKETS

The Financial Services and Markets Act
2000 (Transitional Provisions) (Ombudsman
Scheme and Complaints Scheme) Order 2001

Made - - - - 27th June 2001

Laid before Parliament 27th June 2001

Coming into force in accordance with article 1(1)

**THE FINANCIAL SERVICES AND MARKETS ACT
2000 (TRANSITIONAL PROVISIONS) (OMBUDSMAN
SCHEME AND COMPLAINTS SCHEME) ORDER 2001**

General

1. Citation, commencement and interpretation

The Ombudsman Scheme

2. Partly completed complaints under former schemes
3. Complaints made after commencement about acts or omissions before commencement
4. Procedure applying to relevant complaints
5. Scheme rules applying to relevant complaints
6. Determination of relevant existing complaints
7. Determination of relevant new complaints
8. Complaints determined before commencement: adjudication under the IMRO scheme
9. Complaints determined before commencement: appeals under the SFA scheme
10. Complaints determined before commencement: appeals under the building societies scheme
11. Information
12. Funding and fees
13. Exemption from liability in damages
14. Privilege
15. Record-keeping and reporting requirements relating to relevant complaints

Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.

16. Anticipatory consultation on scheme rules
17. Liability of former schemes in respect of pre-commencement acts and omissions

Investigation of complaints against the Authority etc.

18. Transitional complaints against the Authority etc.
 19. If Anticipatory consultation on transitional complaints scheme
 20. Exemption from liability for damages
- Signature
Explanatory Note