



Friendly Societies Act 1992

1992 CHAPTER 40

PART VII

DISPUTES

Disputes relating to friendly societies

81 Complaints by members of friendly societies.

- (1) Nothing in section 80 above shall affect the power of a friendly society or registered branch—
- (a) to establish internal procedures for the resolution of complaints; or
 - (b) to make, to join with any other persons in making, or to accede to, schemes for the investigation and settlement by an adjudicator of complaints;
- but a society or branch may not prevent a member from referring any dispute to arbitration under that section by purporting to require instead the making of a complaint or the acceptance of any determination of a complaint.
- (2) The [FCA] shall have the function of promoting the establishment by friendly societies and registered branches of—
- (a) internal complaints procedures; and
 - (b) schemes for the investigation and settlement of complaints;
- and, in particular, the [FCA] may issue such guidance on those matters to friendly societies and registered branches as it thinks fit.
- (3) In this section—
- “accede”, in relation to a scheme, means assume the obligations and rights of membership of the scheme;
 - “complaint” includes any complaint made by a member about action of a friendly society or branch which constitutes (in relation to that member) unfair treatment, maladministration or breach of any contractual or other duty and causes him pecuniary loss or inconvenience;

Changes to legislation: There are currently no known outstanding effects for the Friendly Societies Act 1992, Section 81. (See end of Document for details)

“member” in relation to a friendly society or branch includes any person who is or was a member of the society or branch or is claiming through a member or under the rules; and

“action” includes omissions.

Textual Amendments

F1 Word in s. 81(2) substituted (1.4.2013) by [The Financial Services Act 2012 \(Mutual Societies\) Order 2013 \(S.I. 2013/496\)](#), art. 1(1), [Sch. 9 para. 33](#) (with Sch. 12)

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