



Financial Services (Banking Reform) Act 2013

2013 CHAPTER 33

PART 5

REGULATION OF PAYMENT SYSTEMS

Complaints

69 Response by Regulator

- (1) The Payment Systems Regulator must within 90 days after the day on which it receives a complaint under section 68 publish a response stating how it proposes to deal with the complaint, and in particular—
 - (a) whether it has decided to take any action, or to take no action, and
 - (b) if it has decided to take action, what action it proposes to take.
- (2) The response must—
 - (a) include a copy of the complaint, and
 - (b) state the Payment Systems Regulator's reasons for its proposals.
- (3) The Treasury may by order amend subsection (1) by substituting any period for the period for the time being specified there.