



**School of Arts, Social Sciences and Management**

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# **Complaint handling and fair decision making in the financial industry<sup>1</sup>**

**Introduction**

*ce and Ethics.*

<sup>2</sup> Corresponding author: Jane Williams, Senior lecturer, Queen Margaret University [jwilliams@qmu.ac.uk](mailto:jwilliams@qmu.ac.uk)

<sup>3</sup> Dr Chris Gill, Department of Law, University of Glasgow

<sup>4</sup> Dr Gavin McBurnie, Queen Margaret University









now, we're part of the complaints world, there's definitely a change in that where we're starting to see that sameness, same rules, same approach and things like that

ability

separate entity" almost distance

we don't ever feel like we're .....needing to defend the bank's honou1.7 (ub.4)8el)-1.1 (b,1 (ub())i1-1.1 (b,)5l (c 0l.1 (b,))



*morally complex*







**Limitations**

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*Thematic Review: Complaint handling*

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*Review of complaint handling in banking groups*

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*FCA Handbook*

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*gr Fortin72(B)1.3 (el)-1 (5)*

*Public Administration*

