



Financial Services (Banking Reform) Act 2013

2013 CHAPTER 33

PART 5

REGULATION OF PAYMENT SYSTEMS

Complaints

70 Complaints: guidance

- (1) The guidance given by the Payment Systems Regulator under section 96—
 - (a) must include guidance about the presentation of a reasoned case for a complaint under section 68, and
 - (b) may include guidance about any other matters that appear to the Payment Systems Regulator to be appropriate for the purposes of that section.
- (2) Guidance given in accordance with subsection (1) is to be treated as general guidance for the purposes of this Part.