

Each time I have written to the FOS, I receive a reply advising me that they can not handle the dispute as it is outside their . For example, I attach my most recently lodged dispute with the FOS.

The ability of the FOS to handle disputes seems to be far too narrow. My attached complaint is a fair one and one which should be handled by an organisation such as the FOS.

Otherwise, the public may determine that, as the FOS is funded by financial institutions, they are under the direction of those institutions and not an arbitrator.

I recommend widening the role of the FOS to include all facets of the business done by the financial institutions.

Thank you