



FCSA statement on alleged breaches of our Umbrella Code by a member.

FCSA has investigated alleged breaches of our Umbrella Code by a member. The alleged breaches cite Articles A3e and A17 of our Code, specifically a lack of clear detail contained in illustration documents, payslips and accompanying reconciliation statements.

Following our investigation into these allegations, we issued a sanction to the member concerned and required them to remedy them within seven working days of our notice to them. The member did not instigate the required remedies timeously therefore we have issued notice to terminate their FCSA membership. The member concerned has appealed this decision, as is their right under our processes, and the Independent Appeals Panel is now considering the matter.

It is FCSA policy not to name the member involved until any appeal process is complete.

Breaches of FCSA Codes

Whenever we receive evidence of a breach of our Codes – whether it's related to a new complaint by an individual or evidence provided by a third-party – we'll take action to investigate and follow our documented procedures to ensure any issues are dealt with fairly and effectively.

What FCSA does

FCSA is a not-for-profit trade association, not a regulator or statutory body. We're also not a for-profit company with shareholders or owners expecting dividends or profits. And, just like many other trade associations, we require our members to meet certain standards.

Our members contractually commit to adhering to our Codes in the course of their business, and occasionally we receive and investigate reports that a member has breached our Codes in some way.

Unlike any other organisation in our field, we are open and transparent about our Codes and we publish them on our website at [fcsa.org.uk](https://www.fcsa.org.uk). These Codes are reviewed and updated by us with input from tax and legal experts, other industry bodies such as REC and APSCo, government stakeholders such as BEIS and HMRC and we also consult from time-to-time with other organisations working in this field. When we have completed the review, the Codes are previewed to members for comment, and then published openly. Members are regularly assessed against these Codes. Importantly this assessment is carried out not by FCSA but by a panel of highly-regarded professional services firms – and we openly publish the panel members on our website.