



Regulatory Update

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REGULATORY UPDATES

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FCA Publishes Q2 2026 Whistleblowing Data

27 Aug 2026

What happened

The FCA has published its whistleblowing data for Q2 2026, covering new whistleblowing reports received between April and June 2026 and existing reports closed during the same period. The FCA says it assesses every whistleblowing report that falls within its remit to identify actual or potential harm to consumers, markets, the economy or wider society. The data also shows how reports were received, the type of allegations made and what level of action the FCA took.

The FCA received 333 new whistleblowing reports in Q2 2026. This compares with 315 in Q2 2025 and 355 in Q1 2026. Those 333 reports contained 886 allegations in total. The biggest proportion of reports were made through the FCA's online reporting form, and the FCA again encouraged whistleblowers to provide ongoing contact details so it can ask follow-up questions, provide updates on identity protection and better assess the information provided.

The FCA closed 395 whistleblowing reports during Q2 2026. Of these, 56 reports resulted in significant action, 114 led to action to reduce harm, and 193 informed the FCA's work but did not result in direct action. A further 14 were recorded but were not indicative of harm, and 18 fell into other outcomes. This is a useful reminder that whistleblowing reports can feed into supervision, enforcement, restrictions, skilled person reviews, permissions action and wider intelligence even where the FCA does not immediately take visible action.

Action for firms

Firms should review whether internal speak-up arrangements are genuinely trusted, confidential and capable of escalating regulatory issues quickly.

Applies to: All Firms

ACTION FOR FIRMS

[ASK A QUESTION ->](#)

[FCA Publication ->](#)

FOS Confirms Next Phase of Redress System Reforms

11 Aug 2026

What happened

The Financial Ombudsman Service has confirmed the next phase of its service and redress reforms following the joint FCA/FOS consultation on modernising the redress system. The FOS says the reforms are intended to help it focus resources on the cases it was set up to resolve as a quick and informal alternative to court, while improving efficiency, clarity and alignment with FCA rules. The attached Lewis Silkin/Mondaq article summarises the same reforms and notes that they represent a significant shift in how financial disputes are handled and case-managed.

The key changes include clarifying that FOS decisions are based on the standards applicable at the time of the act or omission complained about, rather than applying standards retrospectively. The FOS will also gain new powers, from 1 October 2026, to dismiss complaints that are not appropriate for it and may be better dealt with by a court, law enforcement, another dispute resolution process, or where there has been no financial loss, material distress or material inconvenience. A new registration stage is expected to be rolled out next year, following a consultation on differential case fees, to check whether cases are in scope and ready for investigation before allocation to a caseworker.

The FOS policy statement records 92 consultation responses and broad support for registration and dismissal reforms, subject to safeguards so that vulnerable or unrepresented consumers are not unfairly blocked from access. The FOS will proceed with registration, with formal rules to follow after the case-fees consultation, and will amend DISP 3.6.4R to clarify the time-of-act standard from 1 October 2026. The FOS and FCA also intend to publish joint thematic reviews to help firms improve complaint handling, prevent avoidable escalation and show how outcomes align with regulatory rules.

Applies to: All Firms

ACTION FOR FIRMS

- Insurance and consumer credit firms should not treat the reforms as reducing complaint risk. The practical effect is likely to be greater scrutiny of first-tier complaint handling, evidence quality, chronology, vulnerability considerations, root-cause analysis and whether the firm applied the correct rule, guidance, contract term or standard at the relevant time. Firms with high complaint volumes, CMC exposure or professional representative activity should prepare for earlier case-screening and potentially more structured FOS engagement.

ASK A QUESTION ->

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