



## Latest Blog from Worksmart: FCA Review of Consumer Duty Implementation Plans

The FCA is working hard to help firms implement the necessary changes ahead of the 'go live' date for the new Consumer Duty (CD) regulation in the summer of this year. The regulator has created a series of pages designed to promote understanding, and support preparedness for the incoming rules, including a review of firm's implementation plans. And it's this review of implementation plans that is the focus of this blog.

Towards the end of 2022, the FCA undertook a review of several firm's implementation plans. The FCA looked at implementation plans from "Fixed Portfolio Firms", i.e., those that have a dedicated FCA supervision team. The review makes some very interesting observations about the state of preparedness in the industry for the incoming Consumer Duty requirements.

Click [here](#) to read the full blog.

## What you might have missed....



### The Case for Becoming Truly Customer Focussed, Julie Pardy

Our partners and our membership of industry bodies are really important to us; they help us deliver the best service to our existing customers, to reach out to new customers and to bring the very best solutions to market.

The Collaboration Network is just one of the many organisations we are grateful to work with and we are so excited to have a guest column written by Director of Regulation Julie Pardy, featured in February's issue of their Collaboration Journal (page 9).

***"To enable firms to justify becoming truly 'consumer centric', there needs to be strong commercial argument for change."***

[Read full article](#)



### Complaint Management for Higher Education

For many universities, complaints management is now driven out of necessity, with students and many other stakeholders increasingly willing to complain about education services received, a bad experience or tuition and accommodation fees. With students becoming increasingly vocal and visible, your team's response to a complaint determines your reputation and regulatory risk.

Our Caresmart technology is specifically designed to meet the complaint management needs of universities. Robust and configured to support both the OIA and SPSO requirements for managing and reporting on complaints. Read more about how Worksmart's solution Caresmart can help.

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