

Summary Information

Module Code	7522LAWINF
Formal Module Title	Financial Services Ombudsman
Owning School	Law
Career	Postgraduate Taught
Credits	20
Academic level	FHEQ Level 7
Grading Schema	50

Teaching Responsibility

LJMU Schools involved in Delivery
LJMU Partner Taught

Partner Teaching Institution

Institution Name
Informa Connect

Learning Methods

Learning Method Type	Hours
Online	30

Module Offering(s)

Display Name	Location	Start Month	Duration Number Duration Unit
SEP-PAR	PAR	September	12 Weeks

Aims and Outcomes

Aims	This module will enable students to appraise the nature of financial services complaints and examine the role of the Financial Ombudsman Service. At a time when "payday loan criticism more than doubled last year, with a 'startling' 40,000 new disputes opened. The 'unacceptable' rise pushed the total number of complaints to the Financial Ombudsman Service up 14% to 388,392 – the biggest annual total in five years" (Chapman 2019); complaints handling, financial risk and communications have never been more important.
------	---

After completing the module the student should be able to:

Learning Outcomes

Code	Number	Description
MLO1	1	Evaluate the nature of financial services complaints
MLO2	2	Critically appraise the role and scope of the Financial Conduct Authority and the Financial Ombudsman Service in complaints handling and dispute resolution
MLO3	3	Scrutinise the influence of European law on financial services complaints systems
MLO4	4	Resolve complex legal complaints that arise within the financial services industry.

Module Content

Outline Syllabus	By completing this module, students are expected to cover the indicative content as follows: a. Objectives and principlesb. The nature of financial services complaints c. Responding to complaintsd. Record keeping and reporting requirements e. Complaints handling, financial risk and communications f. Dispute resolution: complaints [DISP]g. The Financial Ombudsman Service h. Judicial Review applications in the financial services industry i. The influence of European Law on complaints systems.
Module Overview	
Additional Information	There are no professional body requirements at this stage, however developments will be monitored and where appropriate, incorporated into module content.

Assessments

Assignment Category	Assessment Name	Weight	Exam/Test Length (hours)	Module Learning Outcome Mapping
Essay	Essay	50	0	MLO1, MLO3
Report	Presentation	50	0	MLO2, MLO4

Module Contacts

Module Leader

Contact Name	Applies to all offerings	Offerings
Emmanuel Guinchard	Yes	N/A

Partner Module Team

Contact Name	Applies to all offerings	Offerings
--------------	--------------------------	-----------