



An tOmbudsman Seirbhísí  
Airgeadais agus Pinsean  
Financial Services and  
Pensions Ombudsman

## Freedom Of Information Requests

### Q3 2025 – Disclosure Log – Non-Personal Information Only

Date of Request	Requester Type	Request*	Date of Decision	Decision
14 July 2025	Business	"I am writing to you to request information, under the freedom of information act, to get the number of complaints made to the FSPO in relation to [Provider]."	16 July 2025	Handled outside FOI Act
14 July 2025	Business	"Under freedom of information request, can you please confirm the number of complaints received in relation to this company. Our records show that no complaint has ever been made."	16 July 2025	Handled outside FOI Act
14 July 2025	Business	"We would very much appreciate it if you could provide us with the number of complaints received by the FSPO in relation to all business carried out by [Provider]"	16 July 2025	Handled outside FOI Act
14 July 2025	Business	"Inquiring about any complaints made against my company in the past five years. Could you please if any as there is none that I'm aware of."	16 July 2025	Handled outside FOI Act
15 July 2025	Business	"I am contacting you in order to obtain the number of complaints received in Relation to [Provider]. We operate within the High Cost Credit Industry, Licensed by the Central Bank of Ireland."	17 July 2025	Handled outside FOI Act

16 July 2025	Business	"I am writing to find out if there have been any complaints made about my company [Provider]"	17 July 2025	Handled outside FOI Act
16 July 2025	Business	"Further to this, please can you supply the number of complaints. If any, lodged against [Provider] in the past 5 years."	21 July 2025	Handled outside FOI Act
16 July 2025	Business	"Could you please forward on to me the number of complaints made against my company in the last 5 years. The company name is [Provider]."	17 July 2025	Handled outside FOI Act
17 July 2025	Business	"I am the financial reporting accountant and authorised agent for [Provider]. On behalf of the company, I would like to request confirmation of the number of complaints that have been received in relation to the company."	22 July 2025	Handled outside FOI Act
17 July 2025	Business	"Further to a telephone conversation with [Provider A]) I was wondering if you could let me know how many complaints there has been made against my company [Provider B]"	21 July 2025	Handled outside FOI Act
21 July 2025	Business	"give you an email and let me know if there was any complaints against [Provider] and oblige"	22 July 2025	Handled outside FOI Act
22 July 2025	Business	"I would like to request the number of complaints that the FSPO has received in relation to [Provider]."	22 July 2025	Handled outside FOI Act
22 July 2025	Business	"Please could you tell me how many complaints that [Provider] might have received through (FSPO)"	30 July 2025	Handled Outside FOI Act

18 August 2025	Individual	<p>"I am making this request under the Freedom of Information Act 2014.</p> <p>1. As of 31 July 2025 (or the most recent date available), the number of active statutory appeals, court applications, or judicial reviews to which the FSPO is a party brought by [Provider] that relate to tracker-mortgage/interest-rate matters.</p> <p>2. For each such case: the court record number, case title (with personal data redacted), the current procedural status (e.g., active, settled, struck out), and the next listed date if any.</p> <p>3. Records noting the outcome and date of disposition in [Provider] v FSPO, 2021/304 MCA, which, I understand, settled on 16/07/2025 with the order perfected on 18/07/2025 (copies of the FSPO's internal note or correspondence confirming the settlement/closure—personal data can be redacted).</p> <p>4. Any FSPO policy or guidance documents (current as at 2024–2025) concerning publication or anonymised reporting of outcomes in statutory appeals and the use of confidentiality clauses in settlements involving FSPO decisions.</p> <p>If any part is exempt, please release the remainder in part with redactions, and cite the specific FOI provisions relied on. I am happy to take records in electronic form."</p>	12 September 2025	Refused
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25 September 2025	Business	"Details of the ICT budget and planned ICT projects or initiatives for the current financial year (2025/26). Documentation outlining planned ICT procurements for FY 2025/26, including (but not limited to) hardware, software, ICT maintenance agreements, and related services."	14 October 2025	Refused
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\*Please note: The wording used in the description of the request may not be the exact wording of the original request.