



**School of Arts, Social Sciences and Management**

**QMU Working Paper Series – 2020/1**

# **Complaint handling and fair decision making in the financial industry<sup>1</sup>**

**Introduction**

*ce and Ethics.*

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now, we're part of the  
complaints world, there's definitely a change in that where we're starting to see that sameness,  
same rules, same approach and things like that

ability

separate entity" almost distance

we don't ever  
feel like we're .....needing to defend the bank's honou1.7 (ub.4)8el)-1.1 (b,1 (ub())i1-1.1 (b,)5l (c 0l.1 (b,))



*morally complex*







**Limitations**

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*Thematic Review: Complaint handling*

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*FCA Handbook*

*Not Fair: The typology of commonsense unfairness*

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*gr Fortin72(B)1.3 (el)-1 (5)*

*Public Administration*

