

“Enterprise Learning has consistently demonstrated not just expertise, but insight into the direction of the regulator. They maintain very high professional standards with a high level of knowledge of regulatory factors and continually think outside the box” Thomson Reuters Best Consultancy Award, 2011

Enterprise Learning helps regulated organisations carry out Complex Rectification Programmes to review historic cases and implement redress strategies where needed. Our services include:

- Supporting clients through FCA or Skilled Persons’ reviews
- Carrying out Skilled Persons reviews
- Sampling cases to determine detriment
- Advising on redress strategies and treatments
- Methodologies for calculating small but statistically robust sample sizes
- Drafting review policy and guidance
- Training, assessment and quality assurance for rectification programmes
- Managing and resourcing complex rectifications
- Providing specialist rectification reviewers

Our people

Complex rectifications need highly experienced case reviewers able to combine following sometimes complicated methodologies and using judgement to assess customer outcomes and circumstances.

Our rigorously selected, highly qualified and award winning specialists have advanced technical knowledge and a minimum of ten years’ experience to ensure the right results for your customers and your organisation.

The challenges of ‘Complex Rectification Programmes’

Complex Rectification Programmes (CRPs), although smaller in size than many case reviews, pose unique challenges for clients and we specialise in helping clients manage these programmes. CRPs usually involve the following:

- Complex cases requiring individualised reviews
- Case identification based on a range of ‘markers’
- Potentially high levels of detriment
- Compensation calculations drawing on a range of information about client circumstances
- ‘Treatments’ which are not formulaic and need to be applied accurately by the case reviewer
- Developing innovative policy and treatments which may have few regulatory precedents
- Advanced training and Quality Assurance approaches
- Case reviewers who need experience, judgement and advanced technical skills

We can work with you and your regulators to define an effective strategy for carrying out the rectification, partner with you on implementation and monitoring and provide expert reviewer resource.

Contact us to discuss our experience and share our learnings.



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