

**The FCA's response to the
Complaints Commissioner's Report**

FCA00522

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00522.

The FCA notes the Commissioner's decision to partially uphold the complaint.

As noted in the Final Report, the FCA has accepted the criticisms and recommendations made on this complaint apart from the recommendation that the FCA should ensure the Supervision Hub has clear reporting lines to pass on supervisory issues and information in all cases.

We have written to the complainant to apologise and offered an ex gratia payment of £150.

7 July 2020