



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

FCA00015

Published on 17 December 2014

We have considered the final report of the Complaints Commissioner on complaint FCA00015 and would comment as follows.

The FCA welcomes the Commissioner's decision not to uphold the complaint. We note, however, that the Commissioner highlighted issues he felt the FCA needed to address. The FCA accepts the Commissioner's comments and is already undertaking a review which will address the issues that have come to light in this complaint. Specifically, the FCA agreed to ensure that guidance relating to outstanding complaints about a firm, how it deals with conflicting information and the frequency of checks with the Ombudsman will be reviewed.

17 December 2014