



**The FCA's response to the
Complaints Commissioner's Final Decision on Case
FSA01569
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We have considered the Complaints Commissioner's Final Decision on complaint FSA01569. The Commissioner did not uphold a number of elements of this complaint, noting that in respect of those elements there is nothing to indicate that the regulator acted inappropriately.

The FCA acknowledges that the Commissioner has upheld other elements of the complaint and accepts the recommendations. The FCA will accordingly apologise to the complainant and make an ex gratia payment of £1,000.