The FCA's response to the Complaints Commissioner's Report 202500608

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We have carefully considered the Complaints Commissioner's Final Report.

The Commissioner did not uphold the substantive elements of the complaint but identified administrative and service errors in our handling of the complaint investigation. We accept the Commissioner's recommendation to award the complainant £50 in recognition of those issues.

We also accept the Commissioner's invitation to write to the complainant once our review of the additional information provided by the complainant in September 2025 has concluded, subject to any legal and confidentiality restrictions.

5 November 2026