The FCA's response to the Complaints Commissioner's Report 202600082 Published on 5 November 2026

The FCA accepts the Complaints Commissioner's recommendation. We acknowledge the shortcomings identified in our handling of the Firm's enquiries and apologise for the inconvenience caused.

In accordance with the recommendation, the FCA will apply a credit of £50 against the Firm's outstanding balance in recognition of the service failings identified by the Commissioner.

5 November 2026