

**The FCA's response to the
Complaints Commissioner's Report 202500447
Published on 16 April 2026**

We have considered the Final Report of the Complaints Commissioner (Commissioner) on complaint 211657025.

We accept the Commissioner's suggestion. Whilst we will provide monthly updates in this case, it may not be reasonable or feasible in other cases and therefore should not be seen as a precedent.

10 April 2026