

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

**FCA00687
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We have considered the Final Report of the Complaints Commissioner on complaint FCA00687.

The FCA accepts the Complaints Commissioner's findings and recommendations on this case and we can confirm that the recommended *ex gratia* sum has now been paid to the complainant.

The Complaints Commissioner expressed that he has considerable concerns of the handling of the complaint in relation to the length of time taken to provide a response. As the Complaints Commissioner has stated in the report, the FCA's complaints handling function is currently suffering delays, however, the FCA has a programme of action to address this and we are keeping the Complaints Commissioner updated with our progress.

7 July 2020