

**The FCA's response to the
Complaints Commissioner's Report
FCA00841 Published on 19 January 2021**

We have considered the Final Report of the Complaints Commissioner on complaint FCA00841.

The FCA notes the Commissioner's decision to uphold the complaint and, as noted in the Final Report, the FCA has acknowledged the recommendations made.

We have agreed to increase the ex gratia payment to £75 and amend our records, removing any reference to non-cooperation or a breach of Principle 11, to make sure our records are accurate.

We will write to the complainant explaining our decision on this matter.

22 January 2021