

**The FCA's response to the
Complaints Commissioner's Report 202400133
Published on 5 December 2024**

We agree with the Complaints Commissioner's comments in paragraph 11 of the Final Report. The Complaints Department does and will forward information it receives about the firms we regulate to other areas within the FCA as appropriate.

Information can also be shared with the FCA outside of the complaints process. Our [Contact Us](#) page contains more information about how consumers can provide us with information about the firms we regulate.

5 December 2024