

**The FCA's response to the
Complaints Commissioner's Report 202500179
Published on 16 October 2025**

We have considered the Final Report of the Complaints Commissioner (Commissioner) on complaint 211456818.

We acknowledge that the FCA made an error in the handling of this complaint. We accept the Commissioners recommendation to pay the complainant compensation for distress and inconvenience caused by shortcomings in our complaint handling.

16 October 2025