

**The FCA's response to the
Complaints Commissioner's Report 202500428**

Published on 18 December 2025

We have considered and acknowledge the Commissioner's Final Report, including paragraph 17 about the exclusion of complaints about our legislative functions from investigation under the Complaints Scheme (the Scheme).

Regarding paragraph 17, this issue is also discussed in the Commissioner's Annual Report for 2024/25. In our [response](#) to that Report, we explained that legislation excludes complaints about our legislative functions from being considered under the Scheme. Stakeholders are able to input into the relevant consultation process, we are accountable to Parliament in the exercise of our functions and the lawfulness of our rules can be tested through the courts. There is also a requirement for us to keep our rules under review, and this process is covered under the [Rule Review Framework](#).

18 December 2025