

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

FCA00621

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00621.

The FCA notes that the Commissioner has agreed with the FCA's decision not to uphold three parts of the complaint.

As noted in the Final Report, we accept we should have provided a timescale when updating the complainant. We have already written to the complainant to apologise for this.

17 September 2019