

(By email)

27th March 2019

Our Ref: FOI6281

Freedom of Information: Right to know request

Thank you for your request under the Freedom of Information Act 2000 ("the Act") dated 27 February 2019 for the following information. For ease of reference your request has been numbered.

"The total number of complaints received by the FCA regarding itself and its own behaviour policy, web etc, etc

- 1. in 2018*
- 2. in 2019 so far"*

Your request has been considered and our response is outlined below with the information set out as requested;

1. In 2018, 688 complaints were received
2. In 2019, 311 complaints were received

We believe this should satisfy your request, however, if you are unhappy with the decision made in relation to your request, you have the right to request an internal review. If you wish to exercise this right you should contact us within 40 working days of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700. Website: www.ico.org.uk

Yours sincerely

Information Disclosure Team

