

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

FCA00609

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00609.

The FCA notes Commissioner's decision to uphold the complaint, and the recommendations made.

As confirmed in the Final Report, the FCA has accepted the criticisms and recommendations made on this complaint. We have written to the complainant to apologise and offered an ex gratia payment of £150.

The FCA acknowledges the Commissioner's finding that it is right in maintaining a position that firms have a duty to report any relevant changes so that it can update the Register. The FCA also accepts the Commissioner's recommendation that we should review our processes where firms have not reported relevant changes but a third party has raised accuracy concerns.

The FCA has work/plans to address the points raised and will provide the Commissioner with updates on progress.

5 November 2019