

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

**FCA00878**

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**We have considered the Final Report of the Complaints Commissioner on complaint FCA00878.**

**We accept the Complaints Commissioner's recommendations in her Final Report. Changes to address the points raised were already underway as part of our change agenda for Complaint handling, which has involved significant improvements being made to our processes, procedures and systems over the last year. It has also included professional external training for the Complaints Team members.**

**20 April 2021**