

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

FCA00633

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00633.

The FCA notes the Commissioner's decision on the complaint. As set out in the Final Report, the FCA has accepted the criticisms and the recommendation in relation to increasing the ex-gratia payment from £200 to £500. We have written to the complainants' representative to apologise and offer the increased ex-gratia payment.

The FCA does not agree with the Commissioner's recommendation to reimburse professional costs that may have been incurred for quantifying losses. Our policy is that we do not reimburse such costs, and we confirmed this directly to the complainants' representative at the relevant time.

Further information about our approach to remedies can be found here -
<https://www.fca.org.uk/news/statements/complaints-scheme-our-approach-remedies>

21 July 2020