

**The FCA's response to the  
Complaints Commissioner's Report  
FCA00684**

**Published on 16 June 2020**

**We have considered the Final Report of the Complaints Commissioner on complaint FCA00684. The FCA notes the Commissioner's decision and accepts his recommendation. The FCA can confirm that we have issued an apology.**

**The FCA welcomes the clarity the Commissioner has provided on compensation payments under the Complaints Scheme (the Scheme). In particular, we welcome the clarification that payments under the Scheme are not expected to be of the kind or quantum which might be awarded by a court, as the Scheme is not the forum for considering complex issues of causation. Also, the Scheme cannot be used to undermine the immunity the FCA has from being held liable for damages (save where bad faith or a breach of human rights is alleged).**

**We agree with the Commissioner that it would be helpful to provide further information on our approach to compensation under the Scheme. Accordingly, we have today published a statement setting out further clarification on the remedies offered under the Scheme including how we assess whether an ex-gratia payment should be awarded. We also intend to consult shortly on our approach to remedies for complainants, including compensation.**

**16 June 2020**