

**The FCA's response to the  
Complaints Commissioner's Report  
FCA00733  
Published on 1 September 2020**

We have considered the Final Report of the Complaints Commissioner on complaint FCA00733.

We note the Commissioner has upheld our decision that the original complaint about compliance with, and enforcement of, the Equality Act 2010 was not something that could be investigated under the Scheme as it was out of scope.

In response to the Commissioner's recommendations, we are continuing to liaise with the complainant on his subsequent complaint about the complaints team. We will also be further updating the Commissioner in due course, once the actions noted in paragraph 19-22 are fully implemented.

As referenced by the Commissioner in paragraph 19 of his report, the FCA, PRA and Bank of England are currently consulting on revisions to the Complaints Scheme to simplify the language used in the Scheme and to improve overall accessibility. This includes adding explicit references in the Scheme to encourage complainants to let us know if they require reasonable adjustments, and to provide examples of the types of adjustments that could be made to overcome challenges.

**Background information**

For more information on the Complaints Scheme consultation, including how you can respond, please see: <https://www.fca.org.uk/publication/consultation/cp20-11.pdf>.

Responses can be submitted until 14th September 2020

**28 August 2020**