

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

FCA00738

Published on 21 July 2020

We have considered the Final Report of the Complaints Commissioner on complaint FCA00738.

The FCA notes Commissioner's decision on this complaint the complaint. As noted in the Final Report, the FCA has accepted the criticism and recommendations made on this complaint. We have written to the complainant to apologise and offered an ex gratia payment of £100.

21 July 2020