

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

FCA00813

Published on 3 November 2020

We have considered the Final Report of the Complaints Commissioner on complaint FCA00813.

The FCA notes the Commissioner's decision, supporting the FCA's decision to partially uphold the complaint. The FCA also notes and will implement the recommendations made.

The FCA will write to the complainant with an apology and to offer an ex-gratia payment of £50 for the poor standard of service he received from the Supervision Hub and the Complaints Team.

28 October 2020