

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

**FCA00889**

**Published on 6 July 2021**

**We have considered the Final Report of the Complaints Commissioner on complaint FCA00889.**

**The FCA notes the Commissioner's decision not to uphold the complaint.**

**As noted in the Final Report, the FCA has accepted the criticisms made due to our failure to provide the complainant with a summary of the complaint prior to issuing our decision. We confirm that we have written to the complainant to apologise for this oversight.**

**6 July 2021**