

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

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00851.

We note the Commissioner's comments about the information provided by the Complaints Team. There are a number of legal and policy considerations that restrict the information we share with the general public, and more information is available here: <https://www.fca.org.uk/freedom-information/information-we-can-share>. We do not usually make public the fact that we are investigating (or have investigated) a firm or individual. More information on the exceptional circumstances in which the FCA may make a public announcement that it is or is not investigating a particular matter, is available here: [Enforcement Guide 6.1](#).

In line with the recommendation made by the Commissioner, we have written to the complainant to apologise. We are also determining the appropriate actions to ensure our staff are reminded of all the restrictions that apply to sharing regulatory information. This includes understanding the statutory confidentiality regime and other legal and policy restrictions that may limit the information we can or will share with members of the public.

We note the Commissioner supports our offer of £100 for the distress and inconvenience caused by the delays in complaints handling.

15 March 2021