

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

FCA00884

Published on 30 March 2021

We have considered the Final Report of the Complaints Commissioner on complaint FCA00884.

The FCA notes the Commissioner has agreed with the FCA's decision on Element One and has upheld Element Two of the complaint.

As noted in the Final Report, the FCA has accepted the recommendation made on this complaint. We have written to the complainant to apologise and we have offered an ex gratia payment of £25.

30 March 2021