

**The FCA's response to the
Complaints Commissioner's Report
FCA00860**

Published on 2 November 2021

We have considered the Final Report of the Complaints Commissioner on complaint FCA00860.

The FCA notes the Commissioner's decision to partially uphold the complaint, and to endorse the remedy offered by the FCA as being reasonable.

As noted in the Final Report, the FCA has accepted the recommendations made on this complaint; we will continue to review and monitor processes linked to Approved Person applications.

We confirm we have written to the complainant to apologise and have offered an ex gratia payment of £175.

29 October 2021