

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

**FCA00908**

**Published on 3 August 2021**

**We have considered the Final Report of the Complaints Commissioner on complaint FCA00908.**

**As noted in the Final Report, the FCA accepts the recommendations made in this complaint. To address them we will be implementing changes to our processes regarding the approval and wording for informal data requests and the use of formal powers in the event of non-response. We will also be reflecting on the training or guidance to support business areas when they respond to enquiries from the Complaints Team.**

**We confirm that we have written to the complainant to apologise and we have offered an ex gratia payment of £75.**

**3 August 2021**