

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

**FCA00939**

**Published on 7 September 2021**

**We have considered the Final Report of the Complaints Commissioner on complaint FCA00939.**

**The FCA notes Commissioner's decision to partially uphold the complaint.**

**As noted in the Final Report, the FCA has accepted the recommendations made on this complaint and we are considering changes that can be implemented to prevent the errors re-occurring.**

**7 September 2021**