

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

FCA001526

Published on 21st April 2022

The FCA notes the Complaints Commissioner's Final Report, and we accept that the complainant did not receive the level of service we would expect. We have apologised to the complainant and we have, in accordance with the Commissioner's recommendation, offered an ex gratia payment to the complainant.

We note that the Commissioner has made a further recommendation and we have, prior to the publication of the Final Report, made it clear to our internal stakeholders how the Complaints Department operates its helpline.