

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

**FCA00101**

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**We have considered the final report of the Complaints Commissioner on complaint FCA00101.**

**The FCA acknowledges that the Commissioner has upheld one element of this complaint and accepts his recommendations. The FCA will carry out an assessment of the information the complainant wishes to provide, will apologise and make an ex gratia payment of £300 to the complainant.**

**The FCA notes that the Commissioner did not uphold the other element of this complaint, stating that, in respect of that element, he had not seen any evidence to suggest that the FCA had acted inappropriately.**