

**The FCA's response to the
Complaints Commissioner's Report
FCA00127
Published on 26 July 2017**

We have considered the final report of the Complaints Commissioner on complaint FCA00127

We note the Commissioner has not upheld the complaint, but has recommended a payment of £1,000 to the complainant for the distress and inconvenience caused by the way the investigation was initially handled and for the time it took to complete, which we accept.

26 July 2017