



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

FCA00144

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We have considered the final report of the Complaints Commissioner on complaint FCA00144.

The FCA accepts the Commissioner's findings and recommendations a) to e) in this case. In particular, the FCA confirms it will shortly be confirming to all staff the importance of the issues raised by the Commissioner in recommendations c) and d).

The FCA will also be writing to the complainant with a further apology and to offer to make an ex-gratia payment.

16 February 2017