

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

FCA00151

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We have considered the final report of the Complaints Commissioner on complaint FCA00151.

The FCA accepts the Commissioner's finding that it took too long to investigate this complaint. The FCA has already sincerely apologised to the complainant for the delay and accepts the Commissioner's recommendations including that we should now make an ex gratia payment of £150 to the complainant, We are pleased to note that the Commissioner has acknowledged that the FCA took the matters raised by the complaint seriously and that the complaint was investigated thoroughly.