

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

**FCA00165**

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**We have considered the final report of the Complaints Commissioner on complaint FCA00165.**

**We note the Commissioner has not upheld the complaint, but has recommended a payment of £100 to the complainant, and £50 to each member of the group complaint identified by the Commissioner for the length of time it took to complete the investigation, which we accept.**

**10 November 2017**