

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

**FCA00166**

**Published on 10 November 2017**

**We have considered the final report of the Complaints Commissioner on complaint FCA00166.**

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

**10 November 2017**