

**The FCA's response to the
Complaints Commissioner's Report
FCA00229
Published on 9 September 2017**

We have considered the final report of the Complaints Commissioner on complaint FCA00229.

The FCA notes the Commissioner's decision not to uphold points 1, 2, 3, 5, 6 and 7 of the complaint. The FCA accepts the Commissioner's findings in upholding point 4 and has noted the importance of being clear about the powers it is using. We note the Commissioner has made no recommendations in respect of this complaint.

9 September 2017