

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

FCA00400

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We have considered the final report of the Complaints Commissioner on complaint FCA00400.

The FCA notes that, while the Commissioner has not upheld the complaint, he has said we were incorrect to exclude the complaint from the Complaints Scheme.

The FCA accepts this criticism and we will write to the complainant to apologise for incorrectly excluding the complaint.

3 January 2018