



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

FCA00442

Published on 1 May 2018

We have considered the final report of the Complaints Commissioner on complaint FCA00442.

As noted in the final report, the FCA has accepted the criticisms and recommendation made on this complaint. We will write to the complainant to apologise and offer an ex gratia payment of £100.

1 May 2018