

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

FCA00474

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00474.

As noted in the Final Report, the Commissioner has concluded that the FCA's response did not address the key concern and has recommended that the FCA write to the complainant again with an explanation which addresses the concerns.

In considering the Commissioner's Final Report, the FCA accepts the recommendation and we will write to the complainant. The FCA agrees to share that response with the Commissioner.

4 September 2018