

**The FCA's response to the  
Complaints Commissioner's Report  
FCA00550  
Published on 2 July 2019**

We have considered the Final Report of the Complaints Commissioner on complaint FCA00550.

The FCA notes that the Commissioner has agreed with the FCA's decision that the first part of this complaint is not upheld and the remaining two parts fall outside the scope of the Complaints Scheme.

Within his final report, the Commissioner has suggested that we provide a response to the complainant to two questions. We are making enquiries and will respond to the complainant and the Commissioner shortly.

We note the Commissioner's comments in paragraph 15 of his Final Report. Over the past couple of years, we have made significant changes to the way we supervise firms, have strengthened our rules and guidance around the provision of financial advice and carried out extensive supervisory work in relation to financial advisors, such as the work we announced on 19 June relating to the pension transfer advice sector, which continues.

2 July 2019