

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

FCA00564

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00564.

The FCA notes the Commissioner's decision to not uphold the complaint. The Commissioner has made a recommendation that *'the FCA considers whether it should take steps to record telephone calls that lead to decisions about a firm's activities and which will affect individuals and businesses.'*

The FCA has noted the recommendation. Whilst it is our policy to keep an accurate record of external calls where material issues are discussed, we don't keep audio recordings.

We have, earlier this year, piloted, in certain Supervision and Authorisations teams, the recording of their incoming and outgoing external calls. While its result indicates that for the time being such recording would not be appropriate, a further discussion of the matter will be had by the Executive Committee.

We have updated the Commissioner separately about this.

11 September 2019