

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

FCA00602

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00602.

The FCA accepts the Complaints Commissioner's findings and recommendation in this case and has made arrangements for payment of the recommended increase in the *ex gratia* sum initially offered.

The FCA is taking ongoing steps to address the complaints handling delays that the Complaints Commissioner has commented on in his Final Report, and we continue to liaise with the Commissioner on this.

19 May 2020