

**The FCA's response to the
Complaints Commissioner's Report
FCA00619
Published on 5 November 2019**

We have considered the Final Report of the Complaints Commissioner on complaint FCA00619.

We note the Complaints Commissioner is satisfied that the FCA's response to his preliminary report addresses his concerns around its process for conflict checks. We also note his decision to uphold the complaint that the FCA's complaint response gave the complainant insufficient details of how and why it had reached its conclusion. As noted in the Final Report, we have apologised for this and have offered to make an ex gratia payment of £100 to the complainant.

5 November 2019