

**The FCA's response to the
Complaints Commissioner's Report 202300548
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We have considered the Final Report of the Complaints Commissioner.

In Paragraph 25 of the Final Report, the Commissioner recommended the following: *"I recommend that it should waive the late notification fee it issued to you."* We accept the Commissioner's recommendation and have waived the late notification fee.

In Paragraph 27 of the Final Report, the Commissioner recommended the following: *"I also recommended that, in addition to the Data and Strategy & Services team passing on your suggestion to the relevant teams to have a reminder system put into place to send an email when a firm's attestation is left partially completed, that the FCA must also improve the Connect system to implement the flag system that it used on its Gabriel system to alert users when data had only been saved and not submitted"*. We accept the Commissioner's recommendation in principle and propose to incorporate the changes into development into a new system.

In paragraph 29 of the Final Report the Commissioner said the following: *"... I would ask that the FCA keep me updated every couple of months on the development and deployment of this new system and provides details of what steps have been taken to avoid the 'save and exit' scenario being repeated on the new*

platform.” We accept the Commissioner’s recommendation and will keep the Commissioner updated every six months on the development and deployment of the new system.

2 May 2024