

**The FCA's response to the
Complaint Commissioner's Report
FCA 001678
Published on 18 August 2022**

We have considered the Final Report of the Complaints Commissioner on complaint reference FCA001678.

As noted in the Final Report under Paragraph 53, the FCA has accepted all three of the recommendations made by the Commissioner. These recommendations are:

- 1. An apology will be made to the complainant by the Head of the Complaints Team, in writing;**
- 2. The FCA will make an ex-gratia payment of £200 for the distress and inconvenience caused to the complainant; and**
- 3. The FCA will write to the complainant informing them that a previously offered ex-gratia payment of £75 is still available for them to accept.**

18 August 2022