

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

**FCA00700**

**Published on 21 April 2020**

**We have considered the Final Report of the Complaints Commissioner on complaint FCA00700.**

**The FCA accepts the Complaints Commissioner's findings and recommendations in this case. A member of the FCA's Executive Committee has written to the complainant to apologise and make arrangements for payment of the recommended *ex gratia* sum.**

**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.**

**21 April 2020**