

**The FCA's response to the
Complaints Commissioner's Report 202201655**

Published on 30 March 2023

We have considered the Final Report issued by the Complaints Commissioner on 27 February 2023 on 202201655, including the addendum of 21 March 2023.

We accept the findings in the Complaints Commissioner's report and the invitation. We are committed to implementing and maintaining strong controls. We have outlined to the Commissioner, by separate correspondence, the safeguards we will put in place to minimise the risk of evidence being missed in future complaints investigations.

30 March 2023