

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

FCA00148

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We have considered the final report of the Complaints Commissioner on complaint FCA00148. We note that the Commissioner did not uphold one of the elements of this complaint, agreeing with the FCA that it was now too late to investigate this element.

While noting that the FCA's investigation into the second element of the complaint was generally thorough, the Commissioner has upheld the other element of this complaint. The FCA accepts the Commissioner's findings and accepts the recommendations. The FCA will carry out a review of its decision to close contact with the complainant. The FCA will also apologise to the complainant and make an ex gratia payment of £50.