

The FCA's response to the Complaints Commissioner's Report 202300638

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We have considered the Final Report from the Complaints Commissioner (the Commissioner) on this complaint.

The Commissioner recommended that the FCA review its internal procedures in the Supervision Hub (the FCA's Contact Centre) in relation to the wording of information it provides callers. The Commissioner also recommended that we apologise to the complainant in this case regarding the service they received.

We accept we could have been clearer in our communication with this complainant on this occasion and will write to the complainant to apologise. We have reviewed our internal procedures and will provide feedback to support the Supervision Hub's learning.

5 September 2024