

**The FCA's response to the
Complaints Commissioner's Report 202300790
Published on 21 March 2025**

We have considered the Final Report of the Complaints Commissioner (the Commissioner).

The issue arose due to a coding error, for which, as the Commissioner notes, we apologised to the complainant and fixed the issue quickly and efficiently.

We accept the Commissioner's recommendation to review our processes. We will make any changes as necessary and will inform the Commissioner of the outcome.