

28th July 2015

Dear Complainant,

**Complaint against the Financial Conduct Authority  
Reference Number: FCA00088**

Thank you for your email of 8<sup>th</sup> July 2015. I have now completed my review of the Financial Conduct Authority's (FCA) investigation into your complaint.

**How the complaints scheme works**

Under the complaints scheme, I can review the decisions of the FCA's Complaints Team. If I disagree with their decisions, I can recommend that the FCA should apologise to you, take other action to put things right, or make a payment.

As you can find full details of how I deal with complaints at [www.fsc.gov.uk](http://www.fsc.gov.uk) I do not intend to set them out fully below. If you need further information, or information in a special format, please contact my office at [complaintscommissioner@fsc.gov.uk](mailto:complaintscommissioner@fsc.gov.uk), or telephone 020 7562 5530, and we will do our best to help.

**What we have done since receiving your complaint**

We have now reviewed all the records you and the regulator have sent us. My decision on your complaint is explained below.

**Your complaint**

From your email to my office and your previous correspondence with the FCA I understand that you feel you are the victim of a mortgage fraud which was orchestrated by Bank B during the mid to late 1990s. As a result of your own enquiries you have compiled 10 boxes of evidence against Bank B (gather mainly from publicly available documents and Freedom of Information requests) and are unhappy that, despite your offers, the FCA has refused to accept this evidence from you.

As a result you feel that the regulator is failing to regulated the banking sector as "it only seems concerned with stopping any meaningful investigation of the banks activity".

**My position**

I can understand why you are unhappy with the FCA's decision that it will not investigate your complaint about the decisions made by Supervision. In arriving at this decision, the FCA has relied upon paragraph 3.5 of the Complaints Scheme which states:

FCA00088

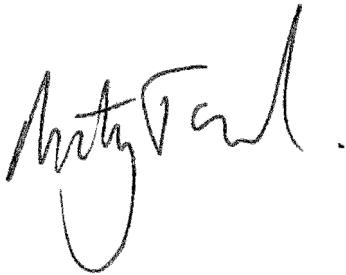
### 3.5 Circumstances where the regulators will not investigate

The regulators will not investigate a complaint under the Scheme which they reasonably consider amounts to no more than dissatisfaction with the regulators' general policies or with the exercise of, or failure to exercise, a discretion where no unreasonable, unprofessional or other misconduct is alleged.

Having reviewed the papers presented to me, I believe that the FCA's decision not to investigate your complaint was correct. The FCA's that Bank B Supervision Team is fully aware of your concerns about Bank B's conduct (as you have raised these concerns with it before) and it has previously considered whether further action was needed. When looking at such matters the FCA takes into account whether there is evidence of potentially widespread misconduct, and the age of the matters complained about. From the information presented to me, including the material which you sent to the FCA with your email of 21<sup>st</sup> June 2015, I believe that this is an entirely reasonable decision for the FCA to have made. I note that you say that there is a police investigation into the matters which you have raised: if that investigation produces any evidence of improper conduct by Bank B, I would encourage you to refer that to the FCA.

I appreciate that you will be disappointed with my decision that the FCA was correct not to investigate your complaint, but hope that you will understand why I have reached it.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Antony Townsend', with a large, stylized flourish at the end.

Antony Townsend  
Complaints Commissioner