



18 March 2026

Final report by the Complaints Commissioner

Complaint number 202500559

The complaint

1. On 19 November 2025, you submitted a complaint to my office about the Financial Conduct Authority (the “**FCA**”).
2. The purpose of this report is to set out my findings on the substantive issue in your complaint and my reasons for reaching them, and not to comment on every point you raise in your correspondence.
3. I have summarised my understanding of the crux of your complaint below:

Complaint: The FCA has not acted on your intelligence about three regulated firms (an insurance intermediary, an insurer and an insurance claims handler) despite you providing the FCA with evidence of what you consider to be misconduct by these firms. You would like the FCA to instruct the firms to treat you fairly based on the evidence you submitted to the FOS and the FCA about these firms.

Outcome: Not upheld.

Preliminary Points

4. Section 348 of the Financial Services & Markets Act 2000 (“**s.348 FSMA**”) classes some information the FCA holds about firms as confidential, and restricts how that information is dealt with. In addition to this, any information that is not restricted by s.348 FSMA may be restricted due to the FCA’s policy on sharing information about regulated firms and individuals, who also have legal protections. Under this policy, the FCA will not normally disclose the fact of continuing action without the agreement of the firm concerned. There is a good explanation of the statutory and FCA policy restrictions on information sharing at <https://www.fca.org.uk/freedom-information/information-we-can-share>.

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5. Like the FCA, I am required to respect confidentiality. This means that sometimes I cannot report fully on the confidential material to which I have access. However, as part of the Complaints Scheme, I have access to all the FCA's complaints papers, including confidential material. This is so that I, as an independent person, can see whether I am satisfied that the FCA has behaved reasonably. Sometimes this means, as in this case, that all I can say to complainants is that, having studied the confidential material, I am satisfied that the FCA has (or has not) behaved reasonably, but I am unable to give further details. This can be frustrating for complainants, but it is better that I am able to see the confidential material

Background

6. At some point in 2024, you made a travel insurance claim to an FCA-regulated firm, which was rejected.
7. You have provided information to the FCA on various dates since 2 May 2025 about your experience dealing with the insurance intermediary (through which you purchased the insurance), the insurer and the insurance claims handler (all of which are FCA-regulated firms). You would like the FCA to instruct these firms to treat you fairly.
8. The FCA's Supervision Hub informed you that it considers your information to amount to complaints against these firms, that the FOS is the appropriate public body to consider complaints about regulated firms, and that the information you provided has been logged and made available to the relevant areas within the FCA to inform their supervisory work.
9. You have already complained about these firms to the FOS. You have exhausted the FOS's complaints process, with the FOS and Independent Assessor not upholding your complaints that these firms have treated you unfairly. The FOS and FCA have informed you of your option to appeal the FOS's decision to the court, but you do not want to go down this route because of the likely complexity, time and costs involved.
10. On 23 October 2025, you submitted as a complaint to the FCA that it had not:
 - a. informed you how it was treating your intelligence about the regulated firms; nor

- b. treated your concerns seriously. You submitted that the FCA should work more closely with the FOS.
11. The FCA issued a decision letter on 18 November 2025, in which it did not uphold this complaint. In the decision letter, the FCA explained to you that:
- a. owing to confidentiality restrictions, it could not share with you how it had treated your information beyond the fact that it had logged the information and made it available for the wider FCA; and
 - b. the FCA has no powers to intervene in individual decisions by the FOS nor how the FOS reaches those decisions. The FCA explained that judicial review is the mechanism for appealing a FOS decision, but that it remains open to you to seek legal advice. (Please note that neither the FCA nor I have powers to intervene in decisions of the FOS or Independent Assessor.)
12. Notwithstanding this, you have referred to the OCC a complaint that the FCA has not acted on your information and asked me to instruct the FCA to advise those firms to treat you fairly.
13. Please note that while I have powers under the Complaints Scheme to make recommendations to the FCA, I do not have powers to force the FCA to comply with my recommendations.

Analysis

Complaint: The FCA has not acted on your intelligence about a regulated insurer (and related regulated firms) despite you providing the FCA with evidence of what you consider to be misconduct by these firms. You would like the FCA to instruct the firm to treat you fairly based on the evidence you submitted to the FOS and the FCA about these firms

14. As the FCA has previously explained, it does not have powers to intervene in disputes between individuals and their financial services providers. However, the FCA is able to investigate information about individual disputes/complaints in the context of considering whether or not regulatory action is justified, rather than whether or not the individual requires the FCA's assistance. For

confidentiality reasons (see paragraphs 4-5 above), the FCA does not usually provide feedback about what action it did or did not take.

15. I have reviewed the FCA's file and made a further enquiry of the FCA. While I cannot share with you the specific steps taken by the FCA, I can share that I consider the FCA to have acted reasonably with respect to the information you provided to it.
16. In response to my Preliminary Report, you said that you expected the FCA to take action against the firms such that they would treat you fairly, which you consider has not happened on the basis that your insurance claim remains rejected, because the FCA had partially upheld a previous, related decision letter to you. To clarify, the FCA's decision letter to you dated 1 October 2025 only upheld the part of your complaint which concerned an FCA staff member declining to forward your information to a manager upon your request. The FCA did not uphold the rest of your complaint in that case, as it found that the FCA staff with whom you interacted had "*responded accurately and accordingly*" to you and had provided you with relevant guidance and next steps. I do not consider that, by doing so, the FCA indicated to you that it would take any action regarding the firm, such as asking it to review your case again or taking any other steps.
17. While I am very sympathetic to your circumstances, for the reasons above, I **do not uphold** your complaint and do not consider it necessary or appropriate to make any recommendations to the FCA as to how it has supervised these firms. I cannot help you further with this complaint under the Complaints Scheme.

The Complaints Commissioner

Complaints Commissioner

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