

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

FCA00512

Published on 18 December 2018

We have considered the Final Report of the Complaints Commissioner on complaint FCA00512.

As noted in the Final Report, the FCA has accepted the criticisms and recommendations made on this complaint. We have written to the complainant to apologise and offered an ex gratia payment of £100.

18 December 2018