

**The FCA published its response to the Commissioner's Final Report into its oversight of Safe Hands on 11 March 2025. Does it mean I will receive compensation from the FCA?**

The FCA published its response to the Commissioner's final report on 11 March 2025: [The FCA's response to the Complaints Commissioner's Final Report into the FCA's handling of Safe Hands Plans Limited](#)

The FCA has not accepted the Commissioner's findings and will not be offering a compensatory payment to the customers of Safe Hands above and beyond what has already been offered on an ex-gratia basis for the distress and inconvenience of their delayed response to complaints.

The Commissioner's recommendations are not legally binding on the FCA.

The Commissioner is disappointed with the FCA's decision, however, unfortunately, the Commissioner can do no more for complainants under the Scheme. Complainants who are not satisfied with the FCA's response to the Commissioner's Final Report, may wish to seek their own independent legal advice at their own cost to explore what other avenues may be available to them including a judicial review of the decision.

**I am an existing complainant, but I would like to provide some new information and evidence for the Commissioner to investigate.**

The Commissioner will consider whether there is new evidence and/or information and decide whether these warrant reopening her investigation.

**Is there any obligation by the FCA to implement the Commissioner's recommendations?**

Where the Commissioner has made recommendations, the Regulator can accept or reject the Commissioner's recommendations in its response to her final report, in this case the FCA has declined to accept the Commissioner's recommendations. The Commissioner's recommendations are not legally binding.

**What powers does the Complaints Commissioner have?**

Pursuant to Section 87 of the Financial Services Act 2012, the Commissioner has the power to make recommendations where the Commissioner thinks it appropriate. In such a scenario where the Commissioner has made a recommendation, the Regulator must respond to the Commissioner's report and inform the Commissioner and the complainant of the steps which it proposes to take in response to the report. For ease of reference the legislation to which this applies can be located here specifically Section 87 (5) and (6) of the Act: [Financial Services Act 2012 \(legislation.gov.uk\)](http://legislation.gov.uk)

The Commissioner also issues an annual report to the financial regulators and HM Treasury. HM Treasury also lay the report and any response to it before Parliament. In this annual report the

Commissioner can highlight areas of concern such as certain recommendations and criticisms of the financial regulators. The annual report would also include the following:

- a) information concerning any general trends emerging from the investigations undertaken during the reporting period;
- b) any recommendations which the investigator considers appropriate as to the steps a regulator should take in response to such trends;
- c) a review of the effectiveness during the reporting period of the procedures (both formal and informal) of each regulator for handling and resolving complaints which have been investigated by the investigator during the reporting period;
- d) an assessment of the extent to which those procedures were accessible and fair, including where appropriate an assessment for different categories of complainant; and
- e) any recommendations about how those procedures, or the way in which they are operated, could be improved.

Where the Commissioner has made recommendations, the Regulator can accept or reject the Commissioner's recommendations in its response.

**I am an eligible complainant who has not received an email notifying me that the Final Report has been published, why is this?**

All eligible complainants have now been issued the Final Report by email and confirming it has been published on our website.

Please check your spam folders if you have not received the email notifying that the Final Report has been published. Please contact us if you have not received this email and we will look into this for you.

**I am a new complainant and I would like to raise a complaint about the FCA's oversight of Safe Hands- how can I do this?**

You should liaise with the FCA in the first instance as under the Complaints Scheme it is preferable that issues that have not yet been considered by the FCA are left to the FCA to determine in the first instance.

**I still have questions you have not answered above.**

We anticipate being very busy after the publication of the FCA's response to the Commissioner's Final Report. Our preferred method of communication is by email. You may also leave a message with our outsourced Reception bureau. We will return calls and emails within 72 hours.