



1 August 2016

Dear Complainant,

**Complaint against the Financial Conduct Authority
Reference Number: FCA00204**

Thank you for your letter of 14th July 2016. 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.

You can find full details of how I deal with complaints at www.fsc.gov.uk

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

You are unhappy with the increase in cost of the FSCS levy on your firm, and made a formal appeal against the levy charged. This was turned down. You subsequently submitted a formal complaint to the FCA Complaints Team which you also referred to the Treasury Committee.

The FCA excluded your complaint on 21 April 2016.

My position

I appreciate that you are unhappy that the FSCS levy has increased, which you feel is disproportionate to your business activities. However, paragraph 3.4 (e) and paragraph 3.5 of the Complaints Scheme exclude complaints about the FCA's legislative functions, which include the making of the rules governing the FSCS levy. Therefore it is not within my remit to review the level of fees the FSCS charges. For that reason, I agree with the FCA's decision to exclude your complaint.

As has been explained to you, the FCA is aware of concerns regarding the setting of the FSCS levy, and these were looked at as part of the Financial Advice Market Review (FAMR) launched in August 2015, which was published in March 2016. FAMR has recommended that the FCA review FSCS funding, amongst other recommendations. As the FCA explained in its letter to you of 21st April 2016, the FCA is now preparing to publicly consult on FSCS

funding in the near future. That is the means by which you can seek to influence the FCA's future approach.

I appreciate that you will be disappointed with my decision but hope that you will understand why I have reached it.

Yours sincerely

A handwritten signature in black ink, appearing to read "Antony Townsend". The signature is written in a cursive style with a large, sweeping initial 'A' and a long, horizontal stroke extending to the right.

Antony Townsend
Complaints Commissioner