

8 March 2021

Final report by the Complaints Commissioner**Complaint number FCA00884***The complaint*

On 19 January 2021 you asked me to review a complaint about the FCA.

What the complaint is about

1. The FCA summarised your complaint as follows:

You are unhappy that you did not receive a response to the complaint that you raised on 28 February 2020 within the appropriate timeframe.

What the regulator decided

2. The FCA upheld your complaint and apologised for the delay in dealing with your complaint.

Why you are unhappy with the regulator's decision

3. Element 1

You believe the FCA should offer a payment in recognition of the service you have received.

4. Element 2

You did not receive a copy of the letter issued on 24 June 2020, which was the response to your dissatisfaction of the service you had received.

My analysis

Element 1

5. The previous Commissioner drew attention to the FCA's delays in his published annual report, laid before Parliament in July 2020. Both the previous Commissioner and I have been given details of the steps the FCA is taking - principally a significant increase in the number of investigators – to deal with the problem. I will continue to monitor the issue.

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6. The FCA was right to uphold your complaint. The update to your complaint was issued 2 weeks and 2 days later than it should have been. However, I agree with the FCA that an apology is sufficient in the circumstances.

Element 2

7. After reviewing the FCA file it is clear it did not send you its decision letter dated 24 June 2020, I therefore uphold this element of your complaint. I recommend the FCA offer you a payment of £25 in recognition of the inconvenience caused.

My decision

8. I note you remain unhappy with the FCA's decision not to offer an ex gratia payment for element one of your complaint which has been upheld, my view remains the same, I agree an apology is sufficient for the delay.
9. In response to my preliminary report the FCA has agreed to my recommendation of £25 in recognition of their oversight in not sending you a copy of its final decision letter in June 2020.

Amerdeep Somal
Complaints Commissioner
8 March 2021