

## The FCA's response to the

## **Complaints Commissioner's Report**

## FCA00713

## Published on 16 June 2020

We have considered the Final Report of the Complaints Commissioner on complaint FCA00713.

The FCA accepts the Complaints Commissioner's findings and recommendations in this case and will write to the complainant to apologise and make arrangements for payment of the recommended *ex gratia* sum.

16 June 2020