

Helpline: 020 7066 9870
Email: complaints@fca.org.uk
Website: www.fca.org.uk/about/governance/complaining-about-us



**Private & Confidential
Sent by email**

Mr N Wilson
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5 January 2016

Our Ref: 3907

Dear Mr Wilson

Your complaint against the FCA

I write in response to the Complaints Commissioner's final decision which was issued and published on 3 December 2015. We have accepted the criticisms that the Commissioner has made and I hope that you will accept my sincere apologies on behalf of the FCA for these failings. Please be assured that we take seriously the comments made by the Commissioner and are taking these into account in the treatment of all future complaints.

As set out in the Commissioner's letter we are, as a result of your complaint, reconsidering our original decision not to take regulatory action in this matter. Work is currently being carried out to enable us to do this as swiftly as possible.

Yours sincerely

A handwritten signature in blue ink, which appears to read 'Simon Pearce', is located below the 'Yours sincerely' text.

Simon Pearce
Company Secretary

cc. Mr Ben Tomeo - mail@bentomeo.com