



**The FSA's response to the  
Complaints Commissioner's Report**

**GE-L01247**

**Published on 26 August 2011**

**We have considered the final report of the Complaints Commissioner on complaint GE-L01247 and would comment as follows:**

**We welcome the fact that the Commissioner has limited the scope of his investigation to the manner in which the visit was conducted.**

**We note that the Commissioner has upheld the complaint on this limited basis. The Commissioner has not made any recommendations to the FSA nor has he suggested that the FSA take any remedial action. However, the FSA will be writing to the complainant to offer an apology for the way in which the Commissioner has found that the visit was conducted.**

**26 August 2011**