

Rt Hon Nicky Morgan MP  
Chair, Treasury Committee  
House of Commons  
London SW1A 0AA

By email: [treascom@parliament.uk](mailto:treascom@parliament.uk)

20 July 2018

Dear Ms Morgan

**Annual report of the Financial Regulators Complaints Commissioner**

I am delighted to attach my annual report for 2017/18. Hard copies are being sent to you and other members of the Treasury Committee.

The report – the third to be laid before Parliament under the new arrangements brought in by the Small Business, Enterprise and Employment Act 2015 – reports that the FCA has cleared its backlog of complaints, but identifies some persistent concerns about the FCA’s handling of a small, but significant, number of cases, and highlights the importance of empathy with complainants and a willingness to admit error.

Do, please, arrange for your office to contact mine if you would like to discuss these issues with me further. The contact details are: [complaints@frccommissioner.org.uk](mailto:complaints@frccommissioner.org.uk), and 020 7562 5530.

Yours sincerely



Antony Townsend  
Complaints Commissioner