

**The FCA's response to the
Complaints Commissioner's Report 202201059**

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We have considered the Final Report of the Complaints Commissioner on complaint 202201059.

The FCA notes the Commissioner's decision to partially uphold this complaint in relation to Element Three.

We agree with the Commissioner that the FCA should ensure witnesses involved in court proceeding – as per the FCA's internal manual regarding witnesses - are informed of the Witness Care Unit, and we accept the recommendation.

6 October 2022