



BANK OF ENGLAND
PRUDENTIAL REGULATION
AUTHORITY

The PRA's response to the Complaints Commissioner's Final Report PRA000021

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We have considered the Final Report of the Complaints Commissioner on complaint PRA000021.

We note the Commissioner's decision that the PRA gave the information provided by the complainant appropriate consideration, and that the PRA's decision was within the range of decisions a regulator can reasonably make.

As noted in paragraph 17 of the Final Report, we have already taken steps to address the Commissioner's comments in paragraph 16 on the proportionality of our approach. In particular, we will seek to improve the clarity and consistency of communications by teams at the Bank that interact with members of the public.