

## COMPLAINTS PROCESS FOR FCA REGULATED ACTIVITIES:

We recognise a complaint as any expression of dis-satisfaction.

### Receipt of Complaints

On receipt of a complaint, we will acknowledge your complaint within 48 hours and will be recorded in our complaints log. We will then begin our investigation into your complaint and look to resolve in a timely and efficient manner.

We will ensure that you are kept informed thereafter of the progress of the measures being taken for a resolution, we will send you a prompt written acknowledgement providing early reassurance that it has received the complaint and is dealing with it.

We will keep you regularly informed of any updates.

### Final Response:

If you are unhappy with the outcome of our investigation and/or the complaint has been ongoing for a period of 8 weeks, you have the right to contact the Financial Ombudsman Service.

<https://www.financial-ombudsman.org.uk/contact-us>

Tel: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

You have a period of 6 months to contact the Financial Ombudsman Service (FOS) from the date on our Final Response Letter/communication.

We will keep a record your complaint on our internal systems.

Please contact us if you would like more information on our regulated Activities Complaint process.