



### **Financial Services Complaints**

We pride ourselves on the services we provide to our clients and we hope that you do not have cause to complain. In the unlikely event that you are not satisfied about something we have or haven't done, we have a set procedure to follow. Please contact our office for details.

Some clients are able to take unresolved complaints to the Financial Ombudsman Service (FOS).

You can contact FOS using the various methods below and we have provided a brief guide to their service <http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm> and a link to their website [here](#).

#### **By phone**

Monday to Friday – 8am to 8pm and Saturday – 9am to 1pm

0800 023 4 567 (calls to this number are now free on mobile phones and landlines)

0300 123 9 123 (calls to this number cost no more than calls to 01 and 02 numbers)

or from abroad on +44 20 7964 0500

#### **By post**

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

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