

Bennett Gould & Partners



Complaints Procedure

The information provided here will show you how to:

- Make a complaint
- Take further action if you are unhappy with the outcome

How we will deal with your complaint.

We will try to resolve your complaint immediately. If we cannot, or further investigation is required, we will inform you of this within five business days.

In the unlikely event that your complaint has not been resolved within four weeks of its receipt, we will write and let you know the reasons why and the further action we will take.

Within eight weeks of its receipt we will either issue you with a final response letter detailing the outcome of our investigation and our decision, or a letter confirming when we anticipate to have concluded our investigation.

The Financial Ombudsman Service (FOS)

If you are unhappy with our decision, or if we do not complete our investigation within 8 weeks, you may refer your complaint to the Financial Ombudsman Service. Please note that if you wish to refer your complaint to the FOS this must be done within 6 months of our final response letter. The address for the FOS is:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

email: complaint.info@financial-ombudsman.org.uk

Telephone from mobile: 0300 123 9123 Telephone from landline: 0800 0234 567

website: <http://www.financial-ombudsman.org.uk/>