

Complaints Procedure

How to make a complaint

We understand that sometimes something may go wrong so please contact us if you are not satisfied and we will investigate.

We will need to have as much information as possible about the nature of your complaint and this can be done in one of the following ways:

- In person - 72 Osborne road, Southsea, Hampshire, PO5 3LU
- Post - 72 Osborne road, Southsea, Hampshire, PO5 3LU
- Email – young-george@live.com
- Telephone – 02392 756 622

When we respond to complaints

- We will aim to resolve your complaint as soon as possible, regulations allow us 56 days and we will keep you informed throughout.
- We will always do our best to resolve complaints within 3 business days following receipt.

If your complaint is going to take longer to resolve we will:

- Keep you informed of the progress of the complaint.
- Send you a final response within 56 days of receipt of the complaint.

All complaints are investigated diligently but if you remain dissatisfied we will direct you to The Financial Ombudsman Service Appeal.

You will have the right to refer the complaint to The Financial Ombudsman Service (FOS) within 6 months of our final response.

Further information can be found on their website
www.financialombudsman.org.uk