

## **What to Do When We Don't Get It Right**

We always aim to provide excellent customer service and when that doesn't happen, we want to know why. Listening to you and learning from what you have to say will help us get it right next time, and we need your help to do this.

If you are not happy with the service that you have received, please contact a member of our team either by e mail, telephone or letter at the following address:

### **Complaints Officer**

If you wish to register a complaint, please contact us:

.....in writing The Complaints Officer

.....by email [complaints@wealthideas.co.uk](mailto:complaints@wealthideas.co.uk)

.....by phone 020 8363 3382

## **What will happen after we receive your complaint?**

A written acknowledgment will be sent to you within a maximum of five business days of receipt of your complaint. This will provide the name and job title of the individual who is handling the complaint and include details of the Wealth Ideas internal complaints handling procedures. We will investigate your complaint as a matter of urgency and respond at the earliest opportunity. However, some complaints can take longer to investigate, and our regulator requires us to handle your complaint fairly and in a timely manner. Therefore, we will undertake to operate the following maximum timescales.

Should you be unhappy with the resolution to your complaint you may contact the Financial Ombudsman Service, who can be contacted at the following address:

### **Financial Ombudsman Service**

Exchange Tower  
London E14 9SR

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

Phone: 0800 0234 567