

# complaint handling guidelines.

Our company operates a written complaints procedure in accordance with the Financial Conduct Authority rules. Our aim is to handle all complaints fairly, promptly and consistently. We will attempt to resolve your complaint at the earliest possible stage.

## **Making a complaint**

If you are a potential, current or previous client of **my wealth** and are dissatisfied with the service you have received, you may complain to us.

You can contact us through your Adviser or alternatively, telephone us free on **0800 028 3200** or write to: Compliance Manager, **my wealth**, Third Floor, 5 St Paul's Square, Liverpool, L3 9SJ

## **Handling your complaint**

Your complaint will be recorded and investigated by a trained and competent complaints officer. If a third party was involved in the transaction we may seek information from them to assist our investigation. We will request your written consent before contacting a third party.

## **When you will hear from us**

We aim to acknowledge your complaint in writing immediately but at least within five business days. We will give you our full response at the earliest possible stage. If there are any delays we will update you within four weeks and again at eight weeks of receipt of your complaint.

If your complaint is accepted we may make an offer to compensate you for any losses caused by our actions. If your complaint is not accepted we will explain the reasons why.

## **If you remain unhappy - Financial Ombudsman Service & Financial Services Compensation Scheme (FSCS)**

Upon providing our final response to your complaint, we will provide you with information about referring your complaint to the Financial Ombudsman Service where relevant. If you are unable to refer your complaint to the Financial Ombudsman Service, we will inform you of this and may direct you to the FSCS if appropriate.

Should you remain unhappy with our decision and wish to refer your complaint to the Financial Ombudsman Service, you must do this within six months of the date of our final response letter. If the complaint is not referred in time the ombudsman will not have our permission to consider the complaint and may only be able to do so on limited occasions, for example if the delay is a result of exceptional circumstances.

You also have the right to refer your complaint to the Financial Ombudsman Service after eight weeks if you have not received a final response to your complaint from us.

The contact details for the Financial Ombudsman Service are:

**Address:** The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London E14 9SR

**Telephone:** 0800 023 4567

Further information is available on their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Call us on 0800 028 3200. Email us at [mywealth@wealthatwork.co.uk](mailto:mywealth@wealthatwork.co.uk)  
or visit [www.wealthatwork.co.uk/mywealth](http://www.wealthatwork.co.uk/mywealth)**

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