

GUIDANCE NOTE

DEALING WITH COMPLAINTS

APPROVED FOR CLIENT USE | JULY 2023

If you wish to make a complaint about any aspects of our service, please make contact with us directly by email, in writing, secure message or by telephone. Below outlines our commitment and principles when dealing with your complaint.

We all know that sometimes things go wrong. If this happens we want to put it right quickly. As a valued customer of Curtis Banks, we want you to tell us if our products, our service or your experience does not meet your expectations.

- **We only make promises we can keep.** If you feel we have not please tell us.
- **We treat our customers fairly.** We will do everything we can to resolve your concerns. If we cannot we will tell you why and let you know what other options there are.
- **We want your feedback.** We learn from what our clients tell us and, where necessary, make changes to improve our service.

Dealing with your complaint

Our goal is to resolve your complaint at the earliest possible stage. We will acknowledge receipt of your complaint within 10 working days and keep in touch with you regularly. We will:

- write to you with our final decision; or
- contact you explaining why we are not yet in a position to resolve the complaint and when we will contact you again.

Appeals

If you disagree with our decision or if you feel we have misunderstood anything, please let us know using the below contact details:

Client Relations

Curtis Banks
153 Princes Street
Ipswich, IP1 1QJ
Direct: 01473 296 765 (call charges will vary)
Email: clientrelations@curtisbanks.co.uk

Ombudsman Service

You may be able to refer your complaint to an Ombudsman if you do not accept our final decision or if you have not received a final decision letter within 8 weeks from the date we received your complaint.

The Ombudsman expects clients to allow us to address their complaints before contacting them. We will let you know if you can refer your complaint to an Ombudsman.

Where your complaint concerns the administration of your SIPP, you should direct your complaint to The Pensions Ombudsman (TPO). TPO investigates complaints and disputes about the way pension schemes are run. Where your complaint concerns the marketing of our SIPPs, you should direct your complaint to the Financial Ombudsman Service.

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Ombudsman Details

The Pensions Ombudsman

10 South Colonnade

Canary Wharf

London, E14 4PU

Tel: 0800 917 4487

Email: enquiries@pensions-ombudsman.org.uk

Web address: www.pensions-ombudsman.org.uk

The Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London, E14 9SR

Tel: 0800 023 4567

Email: Complaint.info@financial-ombudsman.org.uk

Web: www.financial-ombudsman.org.uk