

# Complaints Policy

December 12<sup>th</sup>, 2017  
Version 2.1

# Complaints Procedure

We are committed to ensuring you receive great service from us at all times. If for any reason, you are not satisfied with any aspect of our service, please let us know about it immediately and we will work hard to make corrections and improve our services.

Complaints are taken very seriously and if you have any issue you are not happy with, please contact us in any of the following ways:

## Written Complaint

- Fundment, Mappin House, 4 Winsley Street, London, W1W 8HF

## Telephone

- +44 (0) 203 637 9210

## Email

- [support@fundment.com](mailto:support@fundment.com)

## Our commitments to you

When we receive your complaints, the following steps will be undertaken:

### **Within 5 working days of receiving your complaint**

A formal acknowledgement of your complaint will be issued in writing via your client portal. We will let you know if we are yet to reach a conclusion on your complaints during this time and let you know when we expect to do so. We will also let you know who will be investigating your complaint within our team.

### **Within 4 weeks of receiving your complaint**

We will provide you an update of the action we are taking on resolution of your complaint. We will also let you know if we have reached a conclusion of your complaint within this time by sending you our final response via your account portal or through the post using the address we have on record for you.

### **Within 8 weeks of receiving your complaint**

We will provide our final response which outlines our explanations and any offer for redress where applicable. If our investigation is ongoing, we will let you know when a final response will be sent to you.

If you are classified as an eligible complainant, and you do not feel that your complaint has been resolved satisfactorily within 8 weeks, you may refer your complaint to the Financial Ombudsman Service. If you are satisfied with our final

response, please let us know and we will issue you with a formal letter of deadlock.

## Financial Ombudsman Service (FOS)

The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers that they have been unable to resolve between themselves.

If we have been unable to resolve your complaints within eight weeks or you are not entirely satisfied with our response, you can refer the matter to the FOS.

Please note the FOS will only investigate your complaints after you've raised the matter with us first.

Information on the Financial Ombudsman Service can be found at their website <http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>

The address of the Financial Ombudsman Service is:  
Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567  
e-mailing: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)