

Shacklocks LLP

Financial Services Complaints Procedure

Your Complaint and how we will deal with it

Our Complaints Policy

We are committed to providing a high quality service to all our clients. When something goes wrong we would like you to tell us about it. This will help us in our desire to achieve constant improvement. Our policy is to investigate complaints thoroughly, speedily and fairly and to communicate our findings and decisions to you within reasonable timescales.

This document is provided to you to enable you to follow our complaints procedure if you are unhappy with the service you have received from us.

Our Complaints Procedure

If, at any stage, you think we have not lived up to your expectations, please raise your concern by letter, fax, e-mail or telephone with the person dealing with the work. This could include a complaint about the firm's bill.

If you prefer not to deal with the person dealing with your file, or that person fails to deal with the complaint to your satisfaction, please contact our Complaints Manager, Patrick Wood.

You can contact Patrick Wood at:-

Shacklocks LLP
St Peter's House
Bridge Street
Mansfield
Nottinghamshire
NG18 1AL

Or at complaints@shacklocks.co.uk or on 01623 626141.

Your complaint will then be dealt with according to the timescale set out below. If we have to change any of the timescales, we will let you know and explain why.

If your complaint is about our Complaints Manager, or the Complaints Manager fails to deal with the complaint to your satisfaction, please contact our Managing Partner, Marion Vesey.

You can contact Marion Vesey at the address above and phone number given above or at marionv@shacklocks.co.uk.

What will happen next?

Within 7 working days of receiving your complaint we will send you a letter acknowledging your complaint. We will also let you know the name of the person who will be dealing with your complaint, and the date by which you should expect to receive a response.

If you make an oral complaint, our written acknowledgement will set out our understanding of your complaint.

If we have reasonable grounds to be satisfied that another firm may be solely or jointly responsible for the allegation(s) made, we will promptly forward the complaint or the relevant part of it to that firm. We will write to you to confirm our actions and provide contact details of the firm concerned.

If your complaint cannot be resolved by the close of three business days, following its receipt, we will ensure that you are regularly kept informed of our progress with regards to the investigation into your complaint.

We will ask you to confirm or explain any details if anything is unclear to us. We will then investigate your complaint by examining the relevant file and carrying out any other actions that we consider appropriate to enable us to deal with your complaint fairly.

We will endeavour to send you our Final Decision Letter; addressing your concerns and providing you with our decision within 8 weeks or keep you informed of the progress if it is not resolved before then.

If our investigation is still ongoing after 8 weeks, we will send you confirmation of this in writing along with an explanation as to why we have been unable to complete our investigations within this timescale. We will also give you an indication when you can next expect contact from us and a copy of the Financial Ombudsman Service's leaflet; 'your complaint and the ombudsman'.

At this stage, you will be entitled to refer your complaint to the Financial Ombudsman Service (see details below).

If your complaint is regarding a pension contract, the Pension Ombudsman can consider complaints about the administration of personal and group personal pensions as well as occupational schemes. You have the right to refer your complaint to The Pensions Ombudsman free of charge. The Pensions Ombudsman can be contacted at 10 South Colonnade, Canary Wharf, E14 4PU, Telephone 0800 917 4487 or www.pensions-ombudsman.org.uk

We will continue to investigate the complaint until we are in a position to send you our Final Decision Letter.

If you are not satisfied with the outcome of your complaint, you can refer the matter to the Financial Ombudsman Service at the address below. Please note you must refer the matter to them within 6 months of the date of our Final Decision Letter. Further details about this will be confirmed in the Financial Ombudsman Service's leaflet; 'your complaint and the ombudsman'.

The Financial Ombudsman Service can be contacted at:-

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Or by telephone on: 0800 0234 567

The website address for the Financial Services Ombudsman Service if required is:
www.financial-ombudsman.org.uk