

How to make a Complaint

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Our aim is to provide you with an excellent service. However, we do understand things can sometimes go wrong. If this happens, we will do our best to resolve your complaint quickly and effectively.

If you have an issue with any aspect of our service, you can raise your concerns with us either in writing or by telephone using the details below.

Head of Regulatory Risk

Foster Denovo Limited
Ruxley House
2 Hamm Moor Lane
Addlestone
Surrey
KT15 2SA

Telephone: 01932 870 720

Email: complaints@fosterdenovo.com

Our complaints process

1. Acknowledgement

We will acknowledge your complaint in writing, by email or letter if you would prefer. Our reply will summarise our understanding of your concerns and will be sent to you within three working days of receiving your complaint.

There may be times when it is easier for us to call you to make sure that we fully understand all of the issues you have raised.. Whenever we speak to you by phone or video conferencing, we will always record the call.

At this time, we may also request your authority to obtain any necessary information from third parties.

We will advise you who has been assigned to investigate your complaint.

2. Investigation

We will carry out a full and impartial review of your complaint. We may contact you as part of our investigation to seek further information and or clarification.

3. Our reply

Once our investigation into your complaint is complete, we will issue a letter to you setting out our conclusions within eight weeks of receiving your complaint.

We will set out clearly our findings and confirm any further action(s) that we may choose to take. This is the final part of our complaint handling process.

If we are unable to issue a letter containing our findings within eight weeks of receiving your complaint, we will write to you and explain why. We will also let you know when you can expect our final response. At this point we will provide you with details of the Financial Ombudsman Service and explain how you can refer your complaint to them, if you wish to do so. This referral must be made within 6 months from the date of our final response.

What to do if you remain dissatisfied

If you remain dissatisfied with our response after eight weeks you can contact:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567

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

Further detail can be found in the online version of the Financial Ombudsman Service Leaflet 'Want to take your complaint further'

[Our consumer leaflet: 'Want to take your complaint further?' \(financial-ombudsman.org.uk\)](https://financial-ombudsman.org.uk/consumer-leaflet-want-to-take-your-complaint-further/)