

## MAKING A COMPLAINT

We aim to provide you with a consistently high level of service. However, we realise that at times you may feel that the level of service provided has failed to meet these high standards. To deal with these occasions we have put in place the following procedures which will enable you to make us aware of your grievance and to help us to resolve it quickly and effectively.

Our complaint procedures operate in accordance with the requirements set down by the Financial Conduct Authority/pension scheme's dispute resolution processes.

### WHO IS COVERED BY OUR COMPLAINTS HANDLING PROCEDURES?

Any complaint is covered by our complaints handling procedures.

### WHAT WILL WE DO?

When we receive your complaint a member of staff will be given the responsibility for dealing with it. This person will usually be a senior member of staff and will normally have the authority to deal with all aspects of the complaint.

We will determine if your complaint is regulated by the Financial Ombudsman Service (FOS) or The Pension Ombudsman (TPO), or neither and respond accordingly.

### FOS Complaints

If your complaint is a FOS complaint, we will endeavor to resolve your complaint within three business days. If we are unable to resolve the complaint during that time, we will acknowledge receipt of your complaint and respond within eight weeks. If you contacted us by telephone our acknowledgement will detail our understanding of your complaint. We will inform you of the name, job title and contact details for the person dealing with your complaint and

We will also provide you with contact details for the Financial Ombudsman Service.

Once we have completed our investigation we will contact you with details of the outcome. We will inform you of your right to contact the Financial Ombudsman Service if you are unhappy with the outcome of the investigation.

You will have six months from the date of our closing letter to refer the matter to the Financial Ombudsman.

### TPO Complaints

If your complaint is a TPO complaint, we will respond in line with the scheme's requirements/dispute resolution process and keep you advised of our investigation and next steps.

### WHAT CAN YOU DO TO HELP?

It will help us to resolve the matter quickly if you provide full details of your complaint and supply us with any supporting information you may have. Any original documents sent to us will be photocopied and returned to you.

We may need to meet with you to discuss your complaint. This will help us to complete our investigation.

If a FOS Complaint, The Financial Ombudsman Service will not usually consider a complaint unless we have had at least eight weeks to investigate and provide you with a response. Therefore, we would ask you not to contact the Ombudsman until after eight to allow us time to investigate, or, once the investigation has been completed and you are unhappy with our response

### ADDRESS OF THE FINANCIAL OMBUDSMAN SERVICE

Financial Ombudsman Service  
Exchange Tower,  
Harbour Exchange,  
London, E14 9SR  
Telephone: 0800 023 4567

[www.hymans.co.uk](http://www.hymans.co.uk)

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