

# COMPLAINTS HANDLING PROCEDURES

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.

However you contact us these procedures will apply.

## WHO IS COVERED BY OUR COMPLAINTS HANDLING PROCEDURES?

Those covered by the Financial Ombudsman Service are known as eligible complainants and include:

- Private Individuals
- Small Businesses with a group turnover of less than £1m at the time the complaint is made
- Charities with an annual income of less than £1m at the time the complaint is made
- Trustees with net asset value of less than £1m at the time the complaint is made.

This will include eligible claimants from current clients, potential clients and past clients of Hymans Robertson.

## 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 acknowledge receipt of your complaint within five business days, and 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 let you know when you can expect to hear from us again if we have not yet been able to conclude our investigations.

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

If we have been unable to complete our investigation within four weeks we will write to you giving details of our progress so far and letting you know when we expect our investigations to be complete. If our

investigation takes longer than eight weeks we will contact you with an update and remind you of your right to refer the matter to 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.

## 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.

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 weeks so as 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  
South Quay Plaza  
183 Marsh Wall London  
E14 9SR Telephone: 0845  
080 1800

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

Hymans Robertson

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