

ORGANON SIPP SERVICES LIMITED

COMPLAINTS PROCEDURE

Main contact for complaints: Marc Gwynne, Director
Address: Regent House, Heaton Lane Stockport SK4 1BS
email: marc@organontrustees.co.uk
Phone: 0161 480 5157

We aim to provide a high standard of service at all times but where we become aware of client concerns we will look to resolve the matter as quickly as possible and to ensure that you are treated fairly.

Upon receipt of a complaint we will acknowledge this in writing within 5 business days and either resolve your concerns within that timescale or let you know when you can expect a full response.

When acknowledging your complaint, especially in the case of an oral complaint, we will set out the nature of your complaint and may request further clarification if necessary. We will investigate the complaint using our own records and reports from other parties if relevant. We may also write to you if further information is required. We will keep you informed as to the progress of our investigation.

Once our investigation is complete we will send you a final response letter setting out our conclusions and proposed action, if any to resolve your complaint. This letter will confirm that if you remain dissatisfied with our final response and if you are a SIPP client, you may refer your complaint to the Financial Ombudsman Service (FOS) within six months of the date of our final response letter, **otherwise you would lose this right of referral**. A copy of the FOS leaflet *Your complaint and the Ombudsman* will be enclosed, if not already supplied with our initial acknowledgment.

If we are not in a position to send a final response letter within eight weeks of your complaint we will write to you advising you that we are not yet in a position to do so, giving the reasons for the delay indicating when we expect to be in a position to provide a final response. We will also inform you that you may refer your complaint to the FOS if you are dissatisfied with the delay. A copy of the FOS leaflet *Your complaint and the Ombudsman* will be enclosed, if not already supplied with our initial acknowledgment.

We shall deem the matter closed when our final response letter has been issued or where you have accepted our earlier response.

FOS contact details

Financial Ombudsman Service, Exchange Tower, London E14 9SR

www.financial-ombudsman.org.uk