

Complaints handling procedures

Our aim is to provide you, at all times, with a first class standard of service. However there may be occasions when you feel that this objective has not been achieved. We take all complaints seriously and will deal with your complaint in the following manner;

- We will acknowledge your complaint promptly following receipt enclosing a copy of these procedures.
- If you make an oral complaint, our written acknowledgement will set out our understanding of your complaint.
- We will ensure that you are regularly kept informed of our progress with regards to the investigation into your complaint.
- 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 of your complaint if not resolved before then.
- Where we are unable to provide you with our Final Decision Letter, 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 time scale. We will confirm when you can next expect contact from us.
- We will continue to investigate the complaint until we are in a position to send you our Final Decision Letter
- Once you have received our Final Decision Letter, if you are unhappy with our handling of your complaint; you can refer the matter to the ICAEW.

We shall deem the matter closed when;

- Our investigation has been completed and a Final Decision Letter has been sent to you, or;
- Where you have indicated, in writing, acceptance of any earlier response, where appropriate.

We try our best to ensure that every client is happy, but in the unlikely event that you wish to complain, we'd like to hear about it.

You can write to us at:

Ruth Grears
Executive Assistant to Chief Executive
Armstrong Watson Financial Planning Ltd
15 Victoria Place
Carlisle
CA1 1EW

You can call us on: 01228 690100

You can email us at: customerservice@armstrongwatson.co.uk