



TILNEY COMPLAINT HANDLING PROCESS

INTRODUCTION

At Tilney we always aim to provide the highest possible levels of service. Even so, we appreciate that there may be occasions when clients have a complaint and we encourage this feedback to enable us to put things right and to use the information gained to improve our services. These procedures seek to respond in a fair and impartial way to clients and other connected parties, who express dissatisfaction about our provision of, or failure to provide, a financial service.

HOW TO COMPLAIN

You may complain to us in the most convenient way for you; either by letter, telephone, email or in person. You can find your local office by visiting www.tilney.co.uk/contact-us. Should you wish for someone to complain on your behalf, we will need your written permission to enable us to deal with them. You may raise your complaint with anyone in the firm, or via the details outlined below. Many concerns can be resolved immediately; therefore, in the first instance, it may be more beneficial to speak to your usual relationship contact.

Client Resolution
Tilney
The Observatory
Western Road
Bracknell
Berkshire
RG12 1TL

Telephone: 01344 828046
Email: Clientresolution@tilney.co.uk

If we are unable to resolve your complaint immediately, we will aim to resolve your concerns as soon as possible. You will be issued with an acknowledgment letter within five working days (it may be sent with these procedures) and we will keep you informed regarding the progress of your complaint. You will not be charged for any aspect of us handling your complaint.

WHAT HAPPENS NEXT?

We will fully investigate your complaint and send you a response which clearly details our findings and the outcome of your complaint. We will also detail any proposed actions to put things right, if appropriate. We will aim to complete this process promptly and will provide you with regular updates. Upon completion of our investigations we will issue you with a 'Final Response Letter'. If we are unable to complete our investigation after eight weeks, we will write to you explaining any delays and outline the options available to you.

THE FINANCIAL OMBUDSMAN SERVICE

We will always aim to resolve your complaint promptly and fairly. If we are unable to resolve your complaint within eight weeks, or if you remain dissatisfied following receipt of our final response, you may refer your complaint to the Financial Ombudsman Service.

Financial Ombudsman Service
Exchange Tower,
Harbour Exchange,
London
E14 9SR

Telephone: 0800 023 4567

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

Website: <http://www.financial-ombudsman.org.uk>

The Financial Ombudsman Service is an independent dispute resolution service. There is no charge for you to use their services.

REFERRING YOUR COMPLAINT TO ANOTHER FIRM

Where we believe that another firm may be solely, or jointly, responsible for the fault alleged in your complaint, we will refer your complaint to that firm for investigation and reply. Where we are satisfied that we may have some responsibility for the fault alleged in your complaint, we will investigate your complaint in accordance with these procedures.

FURTHER INFORMATION

In the event that you have any queries regarding our complaint handling procedures, or the process of your complaint, please contact us at the details provided above.