

## Complaint Handling Procedure

It is our desire to give a first class service at all times, but we do recognise that occasionally things can go wrong. We take all complaints seriously and aim to resolve them fairly and promptly. If you are unhappy with our service, please contact us as soon as possible.

You can complain in writing or verbally at any time to:

Pound Gates & Company Ltd  
Hyde Park House  
Ipswich  
Suffolk  
IP1 3LG  
Tel: 01473 346046  
Email: [info@poundgates.com](mailto:info@poundgates.com)

### How we deal with complaints

We always aim to resolve complaints within three business days following receipt. Occasionally, for more complex cases, we need additional time to investigate the concerns raised. In such cases we will:

- Acknowledge the complaint within five business days, confirming who will be handling the complaint and when you can expect to receive our final written response.
- If we are not able to provide you with a final written response within eight weeks of your complaint we will write to you explaining why and setting out the next steps available to you (for example you may be able to take your complaint to the Financial Ombudsman Service at this stage).

### Referring a complaint to another firm

Where we believe another firm is solely or jointly responsible for the issues raised, the complaint will be referred to them promptly on your behalf. We will inform you of the referral and provide you with contact details for the other party. We will follow up the matter with them to make sure your concerns are properly addressed.

### What to do if you remain dissatisfied with our response

Having received our final response, if you remain dissatisfied you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). This service is provided free of charge. Details of how to contact the FOS will be provided with our final response, but for convenience we also detail them here:

- The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Tel: 0800 0 234 567 or 0300 123 9123
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)