

## 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, you can complain in writing or verbally at any time to:

The Complaints Manager  
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

Where possible, we aim to resolve complaints within three business days of receipt (with the first business day starting the day after we receive the complaint). Sometimes, due to the circumstances of the complaint, 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.
- Carry out a full investigation into the circumstances of the complaint and provide you with our final written response within eight weeks of the date of receipt of the complaint.
- In the unlikely event 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 written 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.