

Poole Townsend Complaints Procedure - Financial Services Ltd

If you have any concerns regarding the service received during your time with Poole Townsend please contact the office or your Solicitor in the first instance. If we are unable to resolve the problem please direct your complaint to Mr Derek Pearce who is responsible for client care issues.

You can contact Derek by post at 69-75 Duke Street, Barrow-in-Furness, LA14 1RP; via email at depearce@pooletownsend.co.uk; or, via telephone on 01229 811811. Authorised and regulated by the Financial Conduct Authority

What Will Happen Next?

1. In the event of dissatisfaction with any aspect of our service, clients are requested to make known their concern to the member of the firm who has been advising them.
2. If the adviser concerned is unable to resolve the problem on the spot, a written acknowledgment of the complaint will be sent to the client, enclosing a copy of the firm's Complaints Procedure.
3. The complaint will then be handled by the firm's Compliance Officer, whose name is shown on the Complaints Procedure, and who has authority to settle complaints. If the Compliance Officer was involved in the matter which gave rise to the complaint, an independent partner/ director will handle it.
4. The firm is committed to ensuring that all complaints are investigated promptly and thoroughly; that an explanation of the investigation is given to the client; and that any appropriate action is taken.
5. Clients will be given details in writing of the firm's response to any complaint.
6. If the complaint is not resolved within 8 weeks, the firm will inform the complainant that the complaint may be referred to the Financial Ombudsman Service, and that this should be done within 6 months. A copy of the explanatory leaflet about the Financial Ombudsman Service will then be sent to the complainant.
7. The complaints which fall under the jurisdiction of the Financial Ombudsman Service are those which are made by private clients, small businesses or trust clients and which involve financial loss, material inconvenience or material distress.

Please note: complaints we cannot handle may be referred to the Financial Ombudsman Service.

Barrow Office
69-75 Duke Street,
Barrow-in-Furness,
Cumbria LA14 1RP
Tel: 01229 811811
Fax: 01229 824705

Ulverston Office
County Square,
Ulverston,
Cumbria LA12 7LZ
Tel: 01229 588111
Fax: 01229 580662

Kendal Office
2 Market Place,
Kendal,
Cumbria LA9 4TN
Tel: 01539 734455
Fax: 01539 735706

Grange Office
2 Regent House,
Grange-over-Sands,
Cumbria
LA11 6DY
Tel: 015395 33316

Milnthorpe Office
4 Park Road,
Milnthorpe,
Cumbria LA7 7AB
Tel: 015395 62044
Fax: 015395 63500



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www.pooletownsend.co.uk