

LCH / WEALTH

Complaints Procedure.

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Introduction

Our aim is to provide you with a first-class standard of service. You are a valued client and we believe you have the right to a fair, swift and courteous service at all times. We take great pride in the way that we work with all our clients. However, we appreciate on rare occasions things might not go as well as we would like. Should this happen, we would hope to recognise the problem early on and rectify matters without any inconvenience to you.

What will we do once we have received your complaint?

Upon receipt of a complaint, our Compliance Officer (who, where possible, is independent of the case) will investigate the complaint. Their contact details are as follows:

- Email: lisa@lchwealth.com
- Phone: 07841976090

You may contact them at any stage.

We will ensure we investigate your complaint fairly, promptly and consistently to determine whether the complaint should be upheld, and (if appropriate) determine the remedial action/redress. We will set out our conclusions in a final response letter. All relevant factors will be taken into consideration.

Definition of Complaint

“Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the provision of, or failure to provide, a financial service (or a decision by a firm in relation to a consumer redress scheme) which:

- Alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and
- Relates to an activity of your firm, or of any firm with whom your firm has some connection in marketing or providing financial services or products, which come under the jurisdiction of the FOS.”

We may sometimes receive a complaint which falls outside of the above definition – sometimes referred to as non-regulatory complaints. Whilst these are not subject to the FCA’s complaints handling requirements, we will still handle these in an appropriate manner. This will allow us to identify any underlying causes, training needs or areas for improvement.

Investigating and resolving your complaint

If you make a complaint to us, before any investigation is undertaken, we will have sent you an initial response letter which this complaint procedure is attached to.

We will aim to resolve this within 3 working days. If we are able to do so, we will:

- Issue a letter confirming that the complaint has been resolved (final response letter)
- Provide details of the Financial Ombudsman Service whom you can refer your complaint to if you remain dissatisfied. (we will also attach a copy of the Financial Ombudsman Service standard explanatory leaflet)

If your complaint is not resolved within 3 working days of receipt of the complaint, the Compliance Officer will continue with their investigation.

We are required to reach a decision within 8 weeks from the date of your complaint as to whether or not we will uphold your complaint. Once we have made this decision, either on or before the 8 week mark, we will send you a final response letter. The letter must detail our final decision and include either:

- That we are unable to uphold your complaint and the reasons why
- That we are able to uphold your complaint, and confirm to you how we intend to put things right and details of the redress and any compensation (if applicable) we are offering along with the method of our calculation

We will also include contact details for the Financial Ombudsman Service if you are unhappy with our decision. You have 6 months from the date of this letter to complain to them. We will attach a copy of the Financial Ombudsman Service standard explanatory leaflet.

If we have not been able to reach a decision within 8 weeks of receipt of the complaint, our Compliance Officer investigating the complaint will issue you with:

- A response informing you why we are not yet in a position to resolve your complaint and when you might be expected to be provided with one
- If you are not satisfied with our progress, you can refer the matter to the Financial Ombudsman Service.
- Advise you that on completion of our review, we will write to you informing you of the outcome

Is the Complaint aimed at us?

Sometimes we receive complaints that express dissatisfaction that are about the product provider or possibly another advice firm. Once we have received your complaint we will assess whether or not your complaint relates to the advice we have given, the service we have provided, advice or a service provided by another firm or if it relates to the performance of the selected product.

Once reviewed, and we establish that the complaint you have made is not in relation to the advice or the service we have provided you with, we will carry out the following action:

- We will write to the firm or provider concerned, explaining that we believe the complaint to be theirs, and suggesting that they contact you, the complainant, directly.
- We will enclose a copy of the original complaint letter.
- We will write to you, the complainant, giving contact details of the firm, and invite you to get in touch with them.
- We will also enclose a copy of the letter we send to the firm.

Financial Ombudsman Service (FOS)

If you are an eligible complainant you are able to refer a complaint to the FOS if you are not satisfied with the outcome of your complaint. Please remember that if you wish to refer a complaint to the FOS, you must do so within 6 months of receiving our final response.

We would ask you to allow us to complete our internal investigation before you refer your concerns to the FOS.

However, if you do wish to complain to the FOS, we will ensure to co-operate at all times with them and will ensure any supporting documents and a report is submitted.

Contact details for the FOS are as follows:

Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
Tel: 0800 023 4567 (this number is free for most people ringing from a fixed landline) or; 0300123 (if you call from your mobile) or 020 7964 0500 (if you are abroad).
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Closing complaints

We will regard your complaint as closed in the following circumstances:

- Once we have sent you a final response letter; or

- If you refer your complaint to FOS, when FOS inform us in writing that the complaint has been closed; or
- Where you have told us in writing that you accept an earlier response that we have sent to you.

We are committed to ensuring that all complaints received are handled fairly, promptly and consistently and that we identify and remedy any recurring or systematic problems, as well as any specific problems identified by a complainant. We will continue to do all we can to learn from the complaints we receive to improve our level of service to you in the future.