

Fleming Family & Partners
Complaint Handling Procedures – Guidance for Clients

In accordance with regulations, Fleming Family & Partners Limited (“FF&P”) are required to have procedures on the handling of complaints received from clients. As part of the requirements, we are also obliged to inform a client of those procedures in the event that a client should express any dissatisfaction with services provided by FF&P. The following points provide an outline of FF&P’s complaint handling procedures.

- Upon receipt of any expression of dissatisfaction communicated by a client, whether orally or in writing, FF&P will acknowledge in writing such communication promptly. FF&P will ensure that complainants are kept informed as to the progress of the resolution of their complaint.
- FF&P will provide either a holding response or a final response within an **eight week period** from the date it received the complaint.
- Any holding response will explain why there is a delay and when the client can next expect to receive contact, which will be **no later than eight** weeks from the date FF&P received the complaint. The holding response will include an information leaflet on the Financial Ombudsman Service (FOS) and will advise the client of their right to refer their complaint to the FOS.
- The final response will inform the client that they can contact the FOS if still dissatisfied and that they must make contact with the FOS within **six months** of FF&P’s final response. A FOS leaflet will be enclosed if not previously sent to the client.