We wish to help

What to do if you have a complaint

We are committed to providing our clients with an excellent service at all times. However, mistakes and misunderstandings do occasionally happen. If they do, we wish to be informed so that the issue can be resolved. It also enables us to amend our processes to prevent similar reoccurrences.

How to contact us

If you do need to contact us, we wish to ensure that you may do so easily. You may contact us by:

T: +44(0) 207 063 4000
(ask for the FP Compliance Director)
E: FPCompliance@mazars.co.uk

Letter to:

FP Compliance Director
Forvis Mazars Financial Planning Limited
30 Old Bailey, London, EC4M 7AU

Our promise to you

- You will receive an acknowledgement from us confirming receipt of your complaint.
- We will ensure your complaint is dealt with thoroughly and fairly. Your concerns will be investigated, an assessment made and the outcome communicated to you, in writing, explaining the reasons for our decision.
- Most concerns can be resolved quickly but occasionally more detailed enquiries are needed, which may also involve asking you for further information.
- You will be advised of our decision in a full written response to your complaint, which will also indicate the details of our investigation. If you are not satisfied with our response or more than eight weeks have passed since you initially complained and we have yet to provide you with a decision you may take your complaint to the Financial Ombudsman Service (FOS).
- If you decide to take your complaint to the FOS then you must do so within six months of the date of our final decision letter, as the FOS may not consider any complaint made after this time. Taking a complaint to the FOS does not affect your legal rights.

Complaints for other firms

Sometimes a complaint will be for another firm. In this case, we will refer it to the relevant firm. We will advise you accordingly and provide the other firm's contact details.

The Financial Ombudsman Service can be contacted at:

Exchange Tower, Harbour Exchange,
London E14 9SR

T: 0800 0 234 567 / 0300 123 9 123
E: complaint.info@financial-ombudsman.org.uk

You can find more information about the FOS and what it can help with on its website:
www.financial-ombudsman.org.uk

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