

Complaints Procedure



If you have a complaint

If you feel unhappy with the service you have received from us, please give us the opportunity to put matters right, as this will help us improve our service to all our customers. You can either contact us in writing, by phone or by email.

- Complaints Manager, Anthony & Co Asset Management Limited, 4 Troon Close, Bedford, MK41 8AY
Call: 01234 309385 or email: tony@anthonyandco.co.uk

If you are unhappy with our response and you are unable to resolve your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service for an independent assessment and opinion:

- Financial Ombudsman Service, Exchange Tower, London, E14 9SR
Call: 0800 023 4567 or email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

If your complaint relates to a policy sold online or via email you can register the complaint using the European Online Dispute Resolution platform at: <http://ec.europa.eu/consumers/odr/>.

Complaints resolved by close of third business day

When we receive your complaint, we will try and resolve the matter by close of the third business day and send you a summary communication letter.

Complaints resolved within eight weeks of receipt

If we are unable to resolve your complaint by close of the third business day, we will write to you acknowledging receipt of your complaint and provide you with the name of the individual handling the complaint. We will also attach these internal complaint handling procedures.

We will keep you informed thereafter of the progress of the complaint's resolution. By the end of eight weeks, after receipt of the complaint, we will either send you a final response:

- Explaining the final response and whether the complaint has been accepted or rejected
- Provide details of the Financial Ombudsman Service and how to contact them if you remain dissatisfied, you must do so within six months; and
- Enclose a Financial Ombudsman explanatory leaflet

If we are unable to resolve your complaint within eight weeks of receipt

If we are unable to settle your complaint within eight weeks after its receipt, we will write to you explaining that we are not yet able to resolve the complaint, giving the reason for the delay and an indication of when we expect to be able to provide a final response.

We will also inform you that you may refer the complaint to the Financial Ombudsman Service if you are dissatisfied with the delay. We will enclose a copy of the Financial Ombudsman Service's explanatory leaflet.

Where your Complaint is about another regulated firm

Where your complaint is about another regulated firm, we will notify you in writing and inform you of the person to contact at that firm for future reference. We will also confirm that we will be taking no further action on the complaint.

If the complaint relates both to us and another firm, we will deal with your complaint in the normal way and will manage the responses from the other firm as appropriate.