

Priscum Ltd

Marston Hall Industrial Park, Marston Lane, Marston Jabbett, Bedworth, Warwickshire, CV12 9SD
Tel 01600 483744 E-Mail: - office@priscum.com

Priscum complaint procedure.

- On receipt of your complaint, we will record receipt of the complaint in line with our compliance practices.
- Priscum will endeavour to communicate with you in a clear and fair manner at all times while we are investigating your complaint.
- Your complaint will be investigated by Priscum's Compliance Officer Keith Wrightson.
- The Compliance Officer will gather all the relevant documentation required to conduct the investigation thoroughly and objectively.
- We will contact you if we require any additional information; an authority letter may be required if we need to approach a third party, for example.
- We will keep you informed of the progress of our investigation at regular intervals.
- We aim to deal with your complaint as quickly as possible, however, if we have not resolved your complaint within 8 weeks from the date of receipt, we will write to you again with our reasons for the delay and we will confirm when we expect our final response to be made.
- Our final response letter will set out our understanding of your complaint, the issues raised, the investigation we conducted and the outcome of our investigation. We will also detail any redress that we believe appropriate or the reasons for declining redress.
- If you are not satisfied with our final response, you have the right to refer your complaint to the Financial Ombudsman Service which is free of charge.
- **The Financial Ombudsman Service;** If you decide to refer your complaint to the Ombudsman you must do so within six months of our final response letter. If you do not refer your complaint to the Ombudsman within six months of the date of our final response letter, the Ombudsman will not have our permission to consider your complaint and will be able to do so only in very limited circumstances, i.e. if the Ombudsman believes that the delay was as a result of exceptional circumstances. You can contact The Financial Ombudsman Service.

Online: www.financial-ombudsman.org.uk
Phone: 0800 023 4567
Email: Complaint.info@financial-ombudsman.org.uk

In Writing:
The Financial Ombudsman Service
Exchange Tower
London E14 9SR