



## COMPLAINTS HANDLING PROCEDURE

At MVAM we aim to treat all clients fairly and properly at all times. However, should you feel that you are not happy with the service you have received, for any reason, please let us know, in order that we may have the opportunity to put it right.

As a client, you are most welcome to approach us to discuss any aspect of your interaction with MVAM.

If you are not completely happy that your concern has been addressed, you can contact the Compliance Manager, by letter or email, or by telephone:

Mrs Lisa Sampson  
Compliance Manager  
Mole Valley Asset Management  
275 High Street  
Dorking  
Surrey  
RH4 1RY

[complaints@mvam.com](mailto:complaints@mvam.com)

01306 776982

Once your complaint has been received, MVAM undertake to deal with the complaint in a fair and timely manner, and shall follow the procedure as set out below:

- Appoint a member of the MVAM staff to oversee compliance with the FCA Complaints Handling rules – in most cases, Mrs Lisa Sampson
- Log the complaint with the date received
- Respond to the complainant acknowledging receipt of the complaint
- The appointed staff shall lead the investigation and collate all correspondence in order to establish the facts of the case

**A final response, in writing, should be made to the complainant, within 8 weeks of receipt of the complaint, stating:**

1. If the complaint is upheld or not, with an explanation of how that conclusion was arrived at
2. If necessary, an offer of redress will be made, or details of remedial action to be taken will be specified.

If you are not satisfied with the final response, then your complaint can be referred to the Financial Ombudsman Service\* (FOS) but must be done so within 6 months of receiving the final response (a copy of the FOS leaflet 'your complaint and the ombudsman') will be included in the Final Response letter.

The Board will review the contents of, and compliance with, this Policy regularly.

### **What is the Financial Ombudsman Service\* (FOS)?**

FOS was set up by UK law as an independent public body. Its job is to provide a speedy and cost-effective way to resolve disputes between financial companies and their customers without having to go to court.

#### **How they can help:**

FOS will listen to both sides of the story and will give advice or make decisions based on the facts that they see. If you choose to accept the Ombudsman's decision then it's legally binding on both you and the business. However, you don't have to accept it, and you are still free to pursue the matter further, through the courts should you wish.

If you'd like more information on the Ombudsman, what they do and how they can help, then you can also visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

#### **FOS Contact details**

By email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

By phone: 0800 023 4567 from 8am to 5pm Monday to Friday and 9am to 1pm on Saturday

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