



Slater Investments Limited

Nicholas House, 3 Laurence Pountney Hill, London, EC4R 0EU
Authorised and regulated by the Financial Conduct Authority

Complaints Procedure

Making a complaint

We want to give our customers the best possible service. We also know that sometimes things go wrong. When that happens we want to know about it, put it right and learn from it. When you make a complaint, we will deal with it fairly, considerately, and in a positive manner. Please take a little time to read our Complaints Procedure. It sets out the steps we will take in handling your complaint and will let you know what to expect from us.

How to complain

You can call: 020 7220 9460

You can email: operations@slaterinvestments.com

You can write: Compliance Officer, Slater Investments Ltd, Nicholas House, 3 Laurence Pountney Hill, EC4R 0EU, London.

What will happen once we receive your complaint?

Regardless of how we receive your complaint, we will always try to resolve your concerns. If further investigation is needed, we will acknowledge your complaint promptly and within no more than five working days of receiving it.

We will review your complaint and, upon completion of our investigation, we will send you a final response. We will aim to send you our final response within four weeks of receiving your complaint, but if we are not able to do so, we will provide you with an update.

In most cases where we have not sent a final response within four weeks, we will send one within eight weeks of receiving your complaint. However, if for any reason we are unable to do this, we will send you a further update and let you know when you can expect a final response.

If you are not happy with our final response you can ask the Financial Ombudsman Service (FOS) to carry out a review of your complaint. In any event, you have the right to ask them to review your complaint if we've been unable to resolve it within 8 weeks. The FOS looks at complaints impartially and seeks to make a fair and reasonable decision based on the facts on each individual case.

If you refer your complaint to the FOS, this should be referred as soon as possible after our final response and within six months.

Contact details for Financial Ombudsman Service:

Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Website: <http://www.financial-ombudsman.org.uk/>