



## 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](mailto: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. When the complaint is resolved within 3 business days of its receipt, we will send you a Summary Resolution Communication explaining how the complaint has been resolved and providing information on your rights to refer the matter to the Financial Ombudsman Service if you remain dissatisfied. If it takes longer to resolve your complaint and further investigation is needed, we will acknowledge your complaint promptly, 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 send you our final response within eight weeks of receiving your complaint, but 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 have 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 the 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](mailto:complaint.info@financial-ombudsman.org.uk)

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

**Do you need extra help?**

If you would like this policy in a more accessible format (for example audio, large print, braille) please contact us. You can send us an email to [operations@slaterinvestments.com](mailto:operations@slaterinvestments.com), write to: The Operations Department, Slater Investments Limited, Nicholas House, 3 Laurence Pountney Hill, London, EC4R 0EU or call 020 7220 9460. Please tell us what format you need.