

## Finance Complaints Procedure

### How we will deal with your complaint

Anglian is authorised and regulated by the Financial Conduct Authority (FCA). If you have a complaint, we want to know as soon as possible to help us put things right promptly.

This leaflet provides you with details of our formal complaints procedure.

All complaints will be investigated and overseen by our Compliance Department.

The Compliance Department will:

- Acknowledge your complaint.
- Tell you who is investigating the matters raised and provide you with their address and telephone number.
- Carry out a thorough and impartial investigation.
- Do everything we can to resolve things as quickly as possible.
- Provide a written response within 8 weeks of receiving your complaint, informing you of the results of our investigation or explain why this isn't possible.

If you are not satisfied with the outcome of our investigation you may be entitled to refer your complaint to the Financial Ombudsman Service.

### The Financial Ombudsman Service

The Financial Ombudsman Service exists to help resolve certain complaints when we have not been able to resolve your complaint to your satisfaction. The scheme is entirely free to use.

You should contact the Financial Ombudsman Service within 6 months from the date of our written response. They will also look into your complaint if we have not provided you with a written response within 8 weeks of receiving your complaint.

### You can contact the Financial Ombudsman Service:

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

By telephone:      0800 023 4567

By email:            complaint.info@financial-ombudsman.org.uk

Website:            www.financial-ombudsman.org.uk