

Complex Capital Complaint Policy & Procedures

At Complex Capital, we consistently strive for excellence in every facet of our service. We acknowledge that, despite our best efforts, there are occasions when things might not go as well as anticipated. It is important to us that such instances are addressed promptly and professionally, ensuring our clients' utmost satisfaction.

We are committed to promptly addressing any concerns you may have. Regardless of your chosen communication method.

Reaching Out to Us:

- **Telephone:** 0800 059 9695
- **Email Correspondence:** info@complexcapital.co.uk
- **Postal Address:** 18Windsor Place, Cardiff, CF10 3BY

Details to Include in Your Complaint:

- Your full name and mailing address
- The name of the Complex Capital representative you interacted with
- Pertinent account or policy identifiers
- A description of your experience and its implications
- The date or duration over which the incident occurred
- Your preferred method of communication and an optimal time to contact you.

Our Commitment to Addressing Your Concerns:

1. **Swift Resolution:** Our objective is to expeditiously address grievances within three business days. Upon successful resolution, a formal confirmation will be communicated to you, along with details about the Financial Ombudsman Service (FOS).
2. **Intricate Matters:** For issues demanding a more thorough examination:
 - You will receive an acknowledgement letter detailing our projected course of action.
 - Regular updates will be provided during our inquiry process.
 - We may solicit further details from you, in alignment with your preferred communication channel.
3. **Conclusive Communication:** Following a comprehensive investigation, we will convey our conclusions and the measures instituted for redressal. Should our solution not align with your expectations, or if it's been more than 8 weeks since your initial communication, you possess the right to escalate the matter to the Financial Ombudsman Service.

Engaging with the Financial Ombudsman Service:

The Financial Ombudsman Service functions as an impartial adjudicatory body, mediating disputes between consumers and financial entities.

- **Telephone Contact:** +44 800 0 234 567 (complimentary for all lines)
- **Online Portal:** www.financial-ombudsman.org.uk

- **Email Address:** complaint.info@financial-ombudsman.org.uk
- **Postal Correspondence:** Exchange Tower, London E14 9SR

Your feedback is invaluable to our continued commitment to service excellence.