

Waystone Fund Services (UK) Limited

Complaints Guide



This document explains what you should do if you are in any way dissatisfied with the service you have received from us. We will handle your complaint in a professional and timely manner and a copy of our full Complaints Policy is also available on our website.

Waystone Fund Services (UK) Limited is committed to ensuring that all complaints received are handled fairly, consistently and promptly and that the firm identifies and remedies any recurring or systematic problems, as well as any specific problem identified by a complainant.

If you wish to complain about any aspect of the service you have received from us, you can contact us in the following ways:

by email at: compliance@waystonefs.co.uk

by phone on: **01159 888 200**

by post at:

**The Compliance Officer
Waystone Fund Services (UK) Limited
64 St James's Street
Nottingham
NG1 6FJ**

Our regulator, the Financial Conduct Authority, defines a complaint as any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of, or failure to provide, a financial service or redress determination.

A complaint must be received from an eligible complainant – or from an authorised person on behalf of an eligible complainant - and must involve an allegation that the complainant has suffered (or may suffer) financial loss, material inconvenience or material distress.

We will endeavour to resolve a complaint at the earliest possible stage. However, if you are not satisfied with our response to you, or if eight weeks have passed since you first let us know about your concerns and we have not replied to you, you can refer your complaint to the Financial Ombudsman Service for review.

The Financial Ombudsman Service is a free and easy-to-use service which settles unresolved complaints between consumers and businesses that provide financial services. It resolves disputes fairly and impartially and, should you need to refer a complaint to the Financial Ombudsman Service, the firm will cooperate fully with its review of the case.

It is important to remember that the Financial Ombudsman Service will only consider complaints referred to it after the firm has had the opportunity to investigate the matter so please contact us first and will do all we can to help you.

You can contact the Financial Ombudsman Service in the following ways:

By phone: **08000 234 567**

By mobile: **0300 123 9123**

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

By post: **Financial Ombudsman Service, Exchange Tower, London, E14 9SR**

A copy of our full Complaints Policy is available on our website, or upon request by contacting us

by email at: **compliance@waystonefs.co.uk**

or by phone on: **01159 888 200**