

## **Complaints Procedure**

At NBe Brokers we are dedicated to providing you with “nothing but excellence”. However, if you feel that we have failed to meet our own standards please let us know by using the information shown below.

### **You can make a complaint by:**

- In writing directly to Shaun Hollins, Director – 566 Etruria Road, Newcastle-under-Lyme, ST5 0SU
- Calling us directly on 0330 056 5734
- Emailing [admin@nbebrokers.co.uk](mailto:admin@nbebrokers.co.uk)

The procedure below outlines how complaints will be dealt with at NBe Brokers.

### **When a complaint is received:**

We will aim to resolve your complaint promptly and you will receive a summary resolution letter if we have a resolution within 3 working days following receipt of your complaint.

However, if we have not been able to resolve the matter within this time frame your complaint will be acknowledged within 5 working days of receipt and an investigation will be carried out.

### **When the investigation is complete:**

We will contact you to discuss the outcome of the investigation and our resolution. Any compensation we offer will be on a fair basis which will be explained to you. The resolution will be sent to you in writing with advice on referring the matter to the Financial Ombudsman Service if you remain unsatisfied.

If our investigation is still pending after 4 weeks of receipt, we will contact you to provide an update on the progress and you will receive a letter advising the reason for the delay and when we will next be in contact.

**If we cannot resolve the investigation within 8 weeks of receipt:**

We will contact you again to discuss the reasons for the delay and why we are not in a position to give you a final response and let you know when we expect to be able to provide it.

If you are not satisfied with our progress you can refer the complaint to the Financial Ombudsman Service. Please visit <http://www.financial-ombudsman.org.uk> for more details.

You can contact the Financial Ombudsman Service by:

- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Phone: 0800 023 4567
- Writing to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR