



## Complaint Handling Procedure

At Hedley & Company Stockbrokers we aim to provide a first class service to our clients. However if you feel that the service provided to you was below the standards we strive to achieve we would like to know to ensure that it doesn't happen again.

You can let us know about your complaint in the following ways:

- Visiting one of our offices
- In writing to the Compliance Officer at: Hedley & Company Stockbrokers Limited, 19 Trident Park, Blackburn, BB1 3NU.
- By email to: [compliance@hedleyandco.co.uk](mailto:compliance@hedleyandco.co.uk)

Following receipt of your complaint we will follow the steps below:

1. Where possible we will attempt to resolve the complaint informally within 3 business days following receipt of the complaint by you. Where we resolve your complaint you will receive a written response known as a Summary Resolution Communication. This will confirm that we feel that the complaint has been resolved but provide information about the Financial Ombudsman Service should you feel that your complaint hasn't been resolved to your satisfaction.
2. If it is not possible to resolve your complaint within 3 business days we will issue a prompt written acknowledgement of your complaint which will confirm the latest date by which we will provide our final response to you. Under the Financial Conduct Authority's complaint handling rules we have 8 weeks in which to investigate your complaint.
3. Following an investigation of your complaint we will provide you with a final response confirming whether we have accepted or rejected your complaint and where appropriate offer redress. Where it is not possible to provide a final response within 8 weeks, we will issue a holding letter which will confirm why we are not yet in a position to resolve your complaint and when we anticipate being able to provide you with a final response.
4. If you remain dissatisfied with our handling of your complaint following receipt of our final response, you are entitled to refer your complaint to the Financial Ombudsman Service. The contact details for the Financial Ombudsman Service are as follows:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)