

Complaints Procedure

If you have a complaint about our service, please contact our complaints manager.

Contact Details:

Name: Mark Eaton

Telephone: 01829 733046

Address: 40 Oathills Drive, Tarporley, Cheshire, CW6 0DD

E-mail: mark@eatonfinance.co.uk

We will acknowledge your complaint within 5 working days. We aim to resolve complaints within two weeks and provide a final response to all complaints within 4 weeks. We will supply you with The Financial Ombudsman's leaflet and contact details in case you require further advice or are unhappy with the handling of your complaint.

Eligible complainants are those who have a potential claim against a firm based whereby it believes they have suffered a financial loss due to poor advice or service that are:

- a) Private Individuals
- b) Companies within the EU definition of a microenterprise
- c) Charities with an income of under £1,000,000
- d) Trustees of a trust with assets of under £1,000,000

The Financial Conduct Authority complaints rules apply to complaints: Made by, or on behalf of, an eligible complainant.

- a) Relating to regulated activity.
- b) Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.
- c) Not resolved by close of business on the day following receipt.

Financial Ombudsman Service

The firm must co-operate fully with the Ombudsman in resolving any complaints made against it and agrees to be bound by any awards made by the Ombudsman.

The firm undertakes to pay promptly the fees levied by the Ombudsman.

The Financial Ombudsman Service is an entirely independent service and advice is free of charge to consumers.

You must contact the Financial Ombudsman within six months of our Final Response letter. Address – Exchange Tower, London, E14 9SR

Helpline – 0800 023 4567

Email – complaint.info@financial-ombudsman.org.uk

Website – www.financial-ombudsman.org.uk