

CUSTOMER COMPLAINTS PROCEDURE

Not happy with our service? We want to hear about it.

If something has gone wrong, please tell us. We'll listen, look into it fairly, and put things right where we can. This leaflet explains how.

✓ It's free to complain

✓ It won't affect how we treat you

✓ Clear answers, in plain English

How to tell us

CALL US

01329 556553

Monday to Friday, 9am – 5pm

EMAIL US

info@lawsonfinancial.co.uk

We'll reply to let you know we've got it

WRITE TO US

Complaints, Lawson Financial Ltd
8 Biscay Close, Hill Head
Fareham, Hampshire PO14 3RG

OR ANY OTHER WAY

Tell your adviser in a meeting, by text or however suits you. You don't need to use the word "complaint".

Someone else, like a family member or friend, can complain for you with your permission. Messages that reach us outside 9am – 5pm on a working day are treated as received on the next working day.

It helps if you tell us

- 1 Your name and the best way to reach you
- 2 What went wrong, and when
- 3 What you'd like us to do to put it right

Don't worry if you don't have every detail or document. We'll help fill the gaps.

Need a bit of extra support?

If your health, a life event or anything else makes this harder, just tell us. We can:

- use large print or another format
- call instead of writing, or vice versa
- give you more time to reply
- talk to someone you trust for you
- contact you in the way that's safest for you



Your information and AI. A person, never AI, looks into and decides your complaint. We use your information only to deal with it, as our Privacy & AI Policy explains. If we use an AI note-taker on a call, just ask and we'll switch it off.

Tel: 01329 556553 · Email: info@lawsonfinancial.co.uk · www.lawsonfinancial.co.uk

What happens next

DAY
1

We receive your complaint

Someone who wasn't involved, where possible, will look at it fairly and with an open mind.

3 DAYS

Sorted quickly? We'll confirm in writing

If we resolve it to your satisfaction by the end of the third working day, we'll write to confirm and explain your right to go to the Financial Ombudsman Service. If not, we'll write to acknowledge it and tell you who's looking after it.

8 WEEKS

You get our final response

A letter or email setting out what we looked at, what we found, whether we agree with your complaint and what we'll do about it. If we need longer, we'll explain why, say when to expect an answer, and you can go to the Ombudsman straight away.

Putting things right

If we got it wrong, we'll aim to put you back where you should have been. Where it's fair, that can include compensation for distress or inconvenience.

About another firm?

If it's about a lender, insurer or partner we introduced you to, we'll pass it on promptly, tell you who to and why, and deal with any part that's ours.

About your data or AI?

Use the same steps. We'll acknowledge it within 30 days. You can also contact the ICO at ico.org.uk or on 0303 123 1113.

Still not happy? The Financial Ombudsman Service

A free, independent service that settles disputes between customers and financial businesses. You can ask them to look at your complaint if you're unhappy with our final response, or if 8 weeks have passed and we haven't given you one.

Time limits: you normally need to contact them within **6 months** of our final response. They can usually only look at events within the last 6 years, or within 3 years of when you knew (or should have known) something was wrong.

Call: 0800 023 4567 or 0300 123 9123

Online: financial-ombudsman.org.uk

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

Write: Exchange Tower, London E14 9SR

We'll include their leaflet with our final response.

We use what we learn from complaints to improve our service. Read our Privacy & AI Policy at lawsonfinancial.co.uk. This leaflet is available in large print or other formats on request.

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