

# HOW WE WILL DEAL WITH YOUR COMPLAINT



We are sorry you have cause to complain to Marque Client Solutions. Our aim is to resolve any client concerns fairly, effectively and promptly. Some complaints are more complex than others and therefore may take a little more time to investigate.

## Our process for dealing with your complaint will be as follows:

- We will send you a written acknowledgement of your complaint within five business days of its receipt.
- We will collate all the documentary evidence relevant to your complaint and, where applicable, ask for the comments of any Partner involved. It may also be necessary for us to contact third parties for information. Once we have done this, we will review the evidence, make our assessment and let you know the outcome of our investigation in writing.
- If we are unable to resolve your complaint within four weeks of receipt we will send you a letter explaining why we need more time to complete our investigation and let you know when to expect our response.
- If our investigation is going to take longer than eight weeks, we will write to you again to explain why and let you know when we expect to be able to conclude matters. When we have finished our investigation we will write to you with our full response to the concerns you raised.
- If you are not happy with our final response or if eight weeks have passed since you first let us know about your concerns, you can ask the Financial Ombudsman Service to review your complaint. The Financial Ombudsman Service is a free independent service for resolving disputes with financial firms and can be contacted in a number of ways:

By post: Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR

By telephone: 0800 023 4567

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

By website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## If you have any queries at any time, you can contact us:

By post: Client Liaison  
Marque Client Solutions  
10 Royal Gardens  
Boston Road  
London W7 2AW

By telephone: 020 7516 2220

By email: [mark.quaye@marqueclientsolutions.co.uk](mailto:mark.quaye@marqueclientsolutions.co.uk)