



# Customer Complaints Procedures

## INTRODUCTION

At deVere United Kingdom we always aim to provide the highest possible levels of service and advice. Even so, we appreciate that there may be occasions when clients have a complaint and formal procedures, summarised in this document, have been established to deal with this eventuality. These procedures seek to respond in a fair and impartial way to clients and other connected parties, who express dissatisfaction about our firm's provision of, or failure to provide, a financial service.

## WHOM TO CONTACT

If you have a complaint with the way that we have provided, or have failed to provide, a financial service we ask that you either telephone or write to the Head of Compliance at the following address outlining your concerns:

deVere United Kingdom  
i2 Oakham Business Park,  
Mansfield,  
Nottinghamshire, NG18 5FB

Telephone: +44 (0) 3333 44 9530 Email: [clientrelations@devere-uk.co.uk](mailto:clientrelations@devere-uk.co.uk)

## WHAT HAPPENS NEXT

We will send a written acknowledgement of your complaint promptly on receipt. If the nature of the complaint is unclear, we may telephone or write to you to clarify the area(s) of concern.

We will then carry out a full investigation by gathering the information needed to properly review your complaint. This may mean that we will ask you for more information or papers to assist us in the investigation.

In our experience, gathering all the facts and paperwork enables us to consider all the information available at the one time, which is in the best interests of reviewing a complaint comprehensively. If we do need to request details from you, we therefore ask that you respond as fully and as soon as possible.

We will endeavour to fully investigate your complaint and respond to you within 8 weeks of receipt. If we cannot respond to your complaint within 8 weeks, we will write to you explain why we are not yet in a position to address the matters raised and indicate when we will make further contact.

If we are unable to respond within this time-frame, we will also provide information of the Financial Ombudsman Service, which is an independent dispute resolution service, to whom you may refer your complaint if you wish.

Once we have all the information needed, we will consider the complaint fairly and impartially and provide a written response indicating our decision. Depending upon the nature of the investigation and the time that has lapsed since receipt of the investigation, the letter will consist of either of our initial view or a final decision. If the letter takes the form of our initial view, we will inform you of this and you may accept our view or reject it, in which case we will re visit your complaint in light of any additional comments made. If you do not respond, we will treat the complaint as closed.

In our final decision letter we will always provide you with full information about how to take your complaint to the Financial Ombudsman Service.

If you require any clarification on our complaint procedures, please do not hesitate to contact us.



[www.devere-uk.co.uk](http://www.devere-uk.co.uk)

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