

Complaints Procedure

Our aim is to provide all our clients with the highest quality service at all times.

However, we appreciate that sometimes things can go wrong and there could be an occasion when you do not feel satisfied with the service you have received from us. Should you need to make a complaint, please contact our Complaints Officer, details below:

David Pollard

Hencilla Canworth GI Ltd, Simpson House, 6 Cherry Orchard Road, Croydon, Surrey, CR9 6AZ

T: 020 8686 5050 By telephone

E: david.pollard@hencilla.co.uk

If you are not satisfied with our final response, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS) free of charge. Contact details are below:

Web: <http://www.financial-ombudsman.org.uk/>

Phone: [0800 023 4 567](tel:08000234567)

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

Post: The Financial Ombudsman Service

Exchange Tower London

E14 9SR