



Complaint Handling Procedure

At Hedley & Company Stockbrokers Limited we aim to provide a first-class service to our clients.

However if you feel that the service provided to you was below the standards we strive to achieve, we would like to know to ensure that it doesn't happen again.

You can let us know about your complaint in the following ways:

- Visiting our office by appointment
- In writing to the Compliance Officer at: Hedley & Company Stockbrokers Limited, Suite 20, Manor Court, Salesbury Hall Road, Ribchester, Preston, PR3 3XR.
- By email to: compliance@hedleyandco.co.uk
- By Telephone on 01254 699333

Following receipt of your complaint we will follow the steps below:

1. Where possible we will attempt to resolve the complaint informally as soon as possible following receipt of the complaint by you. Where we are unable to resolve your complaint quickly, we will acknowledge your complaint in writing (either by post or email depending on your preference of communication) setting out our understanding of your complaint and that we are dealing with it.
2. If our investigation of your complaint takes longer than expected we will keep you fully informed of any progress of the measures we are taking to resolve your complaint.
3. Once we have concluded our investigation into your complaint, we will issue you with a final response confirming whether we have accepted or rejected your complaint and where appropriate offer redress. In the final response letter we will outline how you can refer the complaint to the Financial Ombudsman if required and the time limits

The contact details for the Financial Ombudsman Service are as follows:

www.financial-ombudsman.org.uk

Telephone: 0800 023 4567