

Complaints

It is our intention to provide you with the highest possible level of customer service at all times. However we recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly.

Should you wish to complain you may do so:

? In writing to the Complaints Manager Ian Brindle

? By telephone on 01904 631622

? By Fax on 01904 670315

? By e-mail at: info@illingworths.co.uk

? In person by visiting our office (see above for address) Should you not be satisfied with our final response, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS). Further details can be found on their website <<http://www.financial-ombudsman.org.uk/>> , by calling 0207 964 1000, or by post Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR.

We are a firm that sell products online and are required to inform you of the availability of the online dispute resolution (ODR) platform to assist you if we are unable to resolve your complaint this facility will direct you to the alternative disputes resolution (ADR) provider for the firm who in this case is the Financial Ombudsman Service (FOS) and you may therefore wish to contact them direct. More details are available on <https://webgate.ec.europa.eu/odr>