

Complaints

It is our intention to provide you with the highest possible level of customer service at all times. However, we do 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 as follows: -

- In Writing to the Complaints Manager – Darren Kelly
- By Telephone: - 01904 631622
- By E-Mail at: - info@illingworths.co.uk
- In person by visiting our office: Newgate House, 1 Newgate, York, YO1 7LA.

If we are unable to resolve your complaint by close of business on the third working day after receipt, an acknowledgement will be sent no later than 5 working days after receiving your complaint confirming who is dealing with the complaint and when we will expect to respond to you. Within 8 weeks of the date we receive a complaint, we will provide you with our final decision.

If you still remain dissatisfied, you can refer your case to the Financial Ombudsman Service, Exchange Tower, London E14 9SR, Telephone - 0800 023 4567 or Fax 020 7964 1001 or Email: - complaint.info@financial-ombudsman.org.uk
Website: - www.financial-ombudsman.org.uk.