



Complaints

If you wish to register a complaint, please contact us either in writing or by telephone.

If in writing, please write to our Complaints Handler, Nicola Raffle at Hampton Financial Services Ltd, 12a Chetwynd Road, Southampton, Hampshire, SO16 3JB or by telephone 02380 766625.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request.

How quickly will you deal with my complaint?

We will acknowledge your complaint in writing and aim to resolve your complaint as quickly as possible. If your complaint is likely to take longer, you will be provided with updates at four and eight weeks as per our regulatory timeframe.

What do I do if I am not happy with the outcome?

If you remain unhappy with our final response (the outcome of your complaint) you may be able to refer your complaint to the Financial Ombudsman Service (FOS). We will tell you how you can do this if it applies to your complaint. Their service is free, impartial and contacting them will not prejudice your complaint or legal rights.

To contact the Financial Ombudsman Service please visit www.financial-ombudsman.org.uk.