



BALENS FINANCIAL LTD

Balens Financial Ltd - COMPLAINTS HANDLING PROCEDURE

This document is designed to provide information on how we will act in the event that we receive a complaint. It describes the procedures that we will undertake, which are in accordance with the requirements of our Regulator, the Financial Conduct Authority (FCA). Our FCA number is 123456.

All complaints should be referred in the first instance to:

Mr James Hancher, Compliance Officer, Balens Financial Ltd, Bridge House, Portland Road, Malvern, WR14 2TA

A complaint that is resolved by the close of business on the business day after receipt of the complaint, is not subject to these procedures. Also, the communications noted below which are normally required will not apply.

Within five business days of receipt the Compliance Oversight Officer will send a written acknowledgement of the complaint, which will include:

- i. the name of the Compliance Officer and contact details;
- ii. a statement that a written report will follow once the investigation is complete;
- iii. confirmation that a further letter will be sent if the complaint has not been resolved within four weeks of receipt;
- iv. in the case of an oral complaint only, a statement of the firm's understanding of the nature of the complaint and a request for the complainant to confirm this in writing.

Every effort will be made to resolve complaints within the first eight weeks.

If the investigation is still not completed after eight weeks, a further letter will be sent by the Compliance Oversight Officer explaining that the firm is still not in a position to provide a final response, ensuring that the following is covered in the letter:

- (a) An explanation of why the firm is not in a position to make a final response and an indication of when it expects to be able to provide one;
- (b) informing the complainant that he may now refer the complaint to the Financial Ombudsman Service and indicates the FOS referral time limits;
- (c) encloses a copy of the Financial Ombudsman Service standard explanatory leaflet ; and
- (d) provides the website address of the Financial Ombudsman Service (FOS). www.financial-ombudsman.org.uk

Once the investigation is complete a letter will be sent by the Compliance Oversight Officer that will provide a summary of our investigation and our decision in the matter. This will also include a copy of the FOS's explanatory booklet (if not already issued).

If at this stage the complainant is dissatisfied with the outcome of our investigation, and wishes to refer the matter to the FOS (if they're an eligible complainant), they must do so within six months of the date of the letter or they may lose the right to refer the complaint. The Firm will co-operate with the Ombudsman in resolving any complaints made against it.

Complaints which relate to advice or services provided by another firm

In the event that we receive a complaint where the firm have reasonable grounds to be satisfied that it relates to another firm, we will carry out the following within **5 days** of receiving the initial complaint:

- Positively identify the other firm, who we believe are responsible and establish a current address and point of contact.
- Write to the firm, enclosing a copy of the original complaint letter / notification, explaining why we believe they are responsible for dealing with the complaint.
- Write to the complainant, explaining the action taken, enclose a copy of the letter sent to the other firm and invite the client to contact the new firm.