talbotandmuir

nucleusfinancial.com

Dealing with complaints

(Relating to a SIPP)

Read time 2 mins

If you wish to make a complaint about any aspect of our service, please contact us directly by email, in writing, secure message or by telephone. The information below outlines our commitment and principles when dealing with your complaint.

We all know that sometimes things go wrong. If this happens, we want to put it right quickly. As a valued customer of Talbot and Muir, we want you to tell us if our products, our service or your experience does not meet your expectations.

- We only make promises we can keep. If you feel we have not, please tell us.
- We treat our customers fairly. We will do everything we can to resolve your concerns. If we cannot we will tell you why and let you know what other options, there are.
- We want your feedback. We learn from what our clients tell us and, where necessary, make changes to improve our service.

Dealing with your complaint

Our goal is to resolve your complaint at the earliest possible stage. We will acknowledge receipt of your complaint within five working days and keep in touch with you regularly. Within eight weeks of receiving your complaint, we will:

- write to you with our final decision; or
- contact you explaining why we are not yet in a position to resolve the complaint and confirm when we will contact you again. At this point, you have the right to refer your complaint to the Ombudsman.

Appeals

If you disagree with our decision, or if you feel we have misunderstood anything, please let us know using the following contact details:

Compliance Officer
Talbot and Muir Ltd
55 Maid Marian Way
Nottingham, NG1 6QE
Telephone: 0115 841 5000 (call charges will vary)
Email: clientrelations@curtisbanks.co.uk

Ombudsman service

You may be able to refer your complaint to an Ombudsman if you do not accept our final decision or if you have not received a final decision letter within eight weeks from the date we received your complaint.

The Ombudsman expects clients to allow us to address their complaints before contacting them. We will let you know if you can refer your complaint to an Ombudsman.

Where your complaint concerns the administration of your SIPP, you should direct your complaint to The Pensions Ombudsman (TPO). TPO investigates complaints and disputes about the way pension schemes are run. Where your complaint concerns the marketing of our SIPPs, you should direct your complaint to the Financial Ombudsman Service.

Ombudsman details

The Pensions Ombudsman
10 South Colonnade
Canary Wharf
London, E14 4PU
Tel: 0800 917 4487
Email: enquiries@pensions-ombudsman.org.uk
Web address: www.pensions-ombudsman.org.uk

The Financial Ombudsman service

Exchange Tower
Harbour Exchange Square
London, E14 9SR
Tel: 0800 023 4567
Email: Complaint.info@financial-ombudsman.org.uk
Web: www.financial-ombudsman.org.uk

For literature in alternative formats, such as Braille, large print, audio or E-Text, please call us on 0115 841 5000 (or via Relay UK on 18001 0115 841 5000).

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