

# LONDON & COLONIAL

## COMPLAINTS PROCEDURE

LONDON & COLONIAL IS COMMITTED TO PROVIDING THE HIGHEST LEVEL OF QUALITY AND SERVICE AND OBSERVES INDUSTRY BEST PRACTICE WHEN DEALING WITH ALL CUSTOMER-RELATED ISSUES.

WE HOPE THAT YOU WILL NEVER HAVE A REASON TO COMPLAIN OR BE DISSATISFIED WITH OUR SERVICE, BUT WE ALSO KNOW THAT SOMETIMES THINGS DO GO WRONG AND, AS A VALUED CUSTOMER, WE WANT TO PUT THINGS RIGHT AS SOON AS POSSIBLE.

### HOW DO I MAKE A COMPLAINT?

If your complaint concerns the administration or service of your SIPP account, you can contact us in one of the following ways:

- In writing (by email, letter or fax )
- By telephone
- In person

### DEALING WITH YOUR COMPLAINT

Your complaint will be dealt with by an experienced member of staff who will ensure that you are regularly kept informed of our progress with regards to your complaint.

Our aim is to resolve your complaint as quickly as we can

- we will acknowledge your complaint
- check our understanding of your issues
- aim to satisfactorily resolve your complaint within the statutory 8 weeks

If we are unable to resolve your complaint within 8 weeks we will contact you to explain the current position regarding your complaint. If you are dissatisfied with our final response, you have the right to escalate your complaint to the Financial Ombudsman Service (FOS) should you wish to do so.

### OTHER ISSUES

In some circumstances, e.g. pension administration, we may refer you to the Pensions Ombudsman.

### OTHER INFORMATION

All SIPP complaints are now dealt with by our third party administrator Options UK Personal Pensions LLP who are also part of STM Group Plc.

### IMPORTANT CONTACTS

#### London & Colonial

c/o Options UK Personal Pensions LLP  
1st Floor Lakeside House  
Shirwell Crescent  
Furzton Lake  
Milton Keynes  
MK4 1GA

**T:** 0203 479 5505

**F:** 0203 479 5506

**E:** sarita.chopra@optionspensions.co.uk

**E:** compliance@optionspensions.co.uk

**W:** www.londoncolonial.com

#### Financial Ombudsman Service

Exchange Tower  
London  
E14 9SR

**T:** 0800 023 4 567

**F:** 020 7964 1001

**E:** complaint.info@financial-ombudsman.org.uk

**W:** www.financial-ombudsman.org.uk

#### The Pensions Ombudsman Service

10 South Colonnade  
Canary Wharf  
E14 4PU

**T:** 0800 917 4487

**E:** enquiries@pensions-ombudsman.org.uk

**W:** www.pensions-ombudsman.org.uk

