



Söderberg  
& Partners

Wealth  
Management

### **Complaints Process Insert**

Subject: Complaints Process Document

Date: 08/02/2024

At Söderberg & Partners Wealth Management we strive to provide you with the highest standards of service. When we become aware of any concerns or dissatisfaction with that service we seek to resolve those matters quickly and fairly.

A complaint can be made by calling, sending us an email or writing us a letter. Upon receipt we will try to deal with your concerns within three business days.

If we can resolve your complaint within those three days we will contact you to discuss our findings and providing you accept our decision we will close the complaint by issuing you a short letter or email detailing our decision and providing you with the contact details of the Financial Ombudsman Service should you wish to challenge the outcome.

If we cannot resolve your complaint within those three days or you do not accept our findings at this point we will write to you or send an email within five business days. This will acknowledge your complaint, detail our understanding of it and advise you of when we expect to finish our investigation.

No later than 8 weeks after lodging the complaint, we will send you our final decision. This decision will include the details of the financial ombudsman service (a "Want to take your complaint further?" leaflet) where, if you dispute our findings, you can ask for our decision to be independently reviewed providing you do so within six months.

If we have been unable to resolve your complaints within those eight weeks, you will be issued a letter explain why and setting out when we expect to be able to do so. You will also receive details of the financial ombudsman service (a "Want to take your complaint further?" leaflet) where, if you are not satisfied with our delay you can ask for the complaint to be independently reviewed providing you do so within six months.

Please bear in mind that if your complaint involves information from third parties some delays could be beyond our control. We will, however, pursue information on a regular basis.

You can read more about the service the FOS provide on their website (<http://www.financial-ombudsman.org.uk>).

In the event that we receive a complaint that is not about us, or our services, and assuming that we can identify the firm to whom the complaint should be addressed, we will write to the firm concerned, explaining that we believe the complaint to be theirs, and suggesting that they contact you, the client, directly.

We will write to you, the client, giving contact details of the firm, and invite you to get in touch with them. We will also enclose a copy of the letter we send to the firm. We hope this explains how we will deal with your concerns and respond to them within a reasonable timescale, keeping you up to date with our progress as we do so.

If you have any questions, then please do contact me - you will find my details below.

Yours faithfully,

*Brett Hanlon*

Chief Risk & Compliance Officer  
Söderberg & Partners Wealth Management Ltd.

You can address complaints to me at the following address:

Söderberg & Partners Wealth Management Ltd.  
One Temple Quay  
Temple Back East  
Bristol  
BS1 6DZ

By email: [servicecentre@soderbergpartners.com](mailto:servicecentre@soderbergpartners.com); or  
By phone: 0117463 5100