

## **Complaints Procedure**

At Wood Kirkbride Ltd we endeavour to provide the highest level of service but there may be occasions where you may wish to complain.

Wood Kirkbride Ltd.'s complaints handout is available on request.

Please contact us in the first instance, if for any reason you feel dissatisfied with any aspect of our service.

Following receipt, we will acknowledge your complaint and do everything we can to address your complaint and attempt to put things right as quickly as possible. We will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. We aim to provide you with a full written response within 8 weeks and endeavour to keep you regularly updated with the progress of the complaint.

If you are classified as an eligible complainant, and you do not feel that your complaint has been resolved satisfactorily or you have not received a satisfactory response within 8 weeks, you may have the right to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers.

Information on the Financial Ombudsman Service can be found at their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by writing to Financial Ombudsman Service:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR