



## Complaints Policy

### 1. Definition of a complaint

This policy sets out our approach to complaints at Obsidian. The FCA's definition of a complaint is:

“an expression of dissatisfaction (oral or written) about the provision of, or failure to provide, a financial service. It alleges how you have suffered (or may suffer): financial loss; material distress; or. material inconvenience.”

All complaints will be handled in line with FCA regulations and guidance, and we are required to inform the FCA periodically of the number of complaints received.

### 2. Valid Complaints

In order to be deemed valid for investigation, a complaint must be about services that have been provided by our organisation. In summary, our process comprises the following stages:

- Initial acknowledgement within a maximum of 5 days
- Final response within 8 weeks

### 3. Complaints relating to other parties

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 carry out the following action:

- We will write to the firm concerned, explaining that we believe the complaint to be theirs, and suggesting that they contact you directly.
- We will enclose a copy of the original complaint letter.
- We will write to you, giving contact details of the firm, and invite you to get in touch. We will also enclose a copy of the letter we send to the firm.
- We will copy the new firm in on this letter as well.

If we are unable to identify who the recipient of the complaint should be, we will inform you as soon as possible.

#### 4. Confidentiality

We will treat any customer information in accordance with our Data Protection Policy. Complaint details may be shared with our insurers where relevant.

#### 5. The Investigation Process

Maintaining a high standard of service is important to us and when we are made aware of any client dissatisfaction, we give priority to resolving the matter as quickly as possible. To ensure that we follow a fair, consistent and compliant process when investigating and resolving complaints we have a set of procedures that must be followed by the investigator. These procedures are summarised below:

Upon receipt of a complaint a suitably senior member of the organisation, and wherever possible is independent of the case, will investigate your complaint. You will be given the name and contact details of the person dealing with your complaint. We will aim to resolve the complaint as quickly as possible. The person investigating your complaint will;

- Initiate a record and file of your complaint
- **Acknowledge** your complaint as soon as is reasonably practicable after the receipt of your complaint. This will generally be within five working days of receipt.

The acknowledgement will set out the nature of the complaint and may request further clarification if necessary. Your complaint will be investigated using our records together with reports from other parties if relevant. We may also contact you if further information is required.

We will **keep you informed** of the progress of the complaint investigation and the measures being taken to resolve your complaint.

After eight weeks – If a **final response letter** has not already been sent to you, you will receive:

- A final response letter detailing our conclusions and resolution to the complaint. This letter will also confirm that if you remain dissatisfied with our final response that you may refer your complaint to the Financial Ombudsman Service within six months of the date of our final response letter. Failure to make the referral within the specified time may mean you lose the right of referral. A copy of the Financial Ombudsman Service leaflet '*your complaint and the Ombudsman*' will be enclosed, if not already supplied.  
OR
- A response that we are still not in a position to make a final response, giving the reasons for the further delay and indicating when we expect to be able to provide a final response  
AND
- Informing you that you may refer your case to the Financial Ombudsman Service if you are dissatisfied with the delay. A copy of the Financial Ombudsman Service leaflet '*Want to take your complaint further?*' will be enclosed, if not already supplied. In addition to using the Financial Ombudsman Service, you may be able to take civil action.

Please bear in mind that if we need to request information from third parties during the investigation process, there may be delays that are outside of our control. We will, however, do all we can to ensure that information is received on a timely basis.

Should you have any questions about this policy then please do not hesitate to get in touch with us.