

MONMOUTHSHIRE INDEPENDENT FINANCIAL ADVISERS INTERNAL COMPLAINTS PROCEDURE

1. Our promise to you

The Company aims to provide a fast and efficient, friendly, personal service. We believe that we are here to serve you and we endeavour to ensure that our customers are, at all times, totally satisfied with the service they receive. If at any time we fail to live up to these standards or give you any grounds for dissatisfaction then please do tell us. We promise that we will listen sympathetically and do our utmost to resolve any problem or misunderstanding promptly and in a fair and effective manner.

2. Informing us of any complaint

There are two ways in which you can do this:

If convenient please raise any issue immediately with a member of our staff. Explain to them the nature of your problem. They will try to help and will refer to an appropriate Senior Manager, then and there if appropriate, with a view to resolving the problem immediately. If this is not possible they will arrange for you to be contacted by an appropriate Officer from the Company.

It may be impractical or inappropriate to discuss the problem with a staff member, or your complaint involves complex issues or legal matters, which may arise. In these circumstances please contact the Company's Client Services Manager or, in her absence, the Managing Director at the address shown at the foot of this notice. Contact may be made by any convenient means, letter, telephone, e-mail or in person. Explain fully the nature of the problem and we will endeavour to resolve it as quickly as possible.

3. How we will deal with your complaint

Unless already resolved, we will write to you within five business days of receiving your complaint:

- Acknowledging your complaint and detailing our understanding of it.
- Provide the name of the person handling your complaint
- Enclose a copy of this notice to ensure that you are fully aware of our procedure.

The letter will also:

- Request further information, or
- Explain the reason for the delay, or
- Provide an estimate of the period we require to take a final decision.

We will write you a first response letter within eight weeks of receiving your complaint which:

- Offers redress (whether or not we accept or reject the complaint, giving reasons for doing so);
- Informs you how to pursue his complaint should you remain dissatisfied;
- Refers you to the ultimate availability of the FOS if you remain dissatisfied with the Company's response; and

If you are happy with our response then you need do nothing more – the Company will regard the case as closed if we do not hear from you within 8 weeks of our letter.

If after a period of eight weeks from receipt of your complaint we are still unable to give a response we will write to you:

- Explaining why we are still unable to take a final decision and indicating when we expect to do so.
- Informing you that if you are dissatisfied with the delay you may refer your complaint to the Financial Ombudsman Service.
- Provide a copy of the Financial Ombudsman Service's explanatory leaflet (unless we have already done so).

We will endeavour to provide you with our final response as quickly as possible

Final Response

If you are not satisfied with our first response, you can refer the matter to the Managing Director. He will carry out a further investigation and issue his decision in a final response which, will also inform you that you may refer the complaint to the Financial Ombudsman Service if you remain dissatisfied and that you have six months to do so.

- Enclose a copy of the Financial Ombudsman Service's explanatory leaflet (unless already provided).

4. Complaints we receive against another firm

Where you make a complaint to us against another firm or you are uncertain that the complaint is against another firm, we will refer your complaint to the other firm within five business days. At the same time we will notify you of this action by way of a final response letter.

We sincerely hope that you will be satisfied with every aspect of your dealings with the Company. However, if you are dissatisfied please contact us. We will listen to your comments to ensure that the Company continues to provide a high quality service to all its members.

The address for notification is:

Client Services Manager Monmouthshire Independent Financial Advisers

John Frost Square

Newport NP20 1PX

Telephone No: 01633 844457

E-mail Address: enquiries@mifa.co.uk