

SARANAC

PARTNERS

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# Complaints

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# Complaints

We strive to ensure you are happy with the service you receive from Saranac Partners, in instances where this is not the case we will work to ensure a prompt response and appropriate solution as quickly as possible.

## **How to complain**

Get in touch with us; contact us as soon as you feel dissatisfied. This could be via your Client Adviser, or any member of the Saranac team using your normal communication methods.

Alternatively you can get in touch using the dedicated details below;

In writing:

**The Complaints Officer**  
**Saranac Partners Limited**  
**16 St James's Street**  
**London**  
**SW1A 1ER**

Email:

**complaints@saranacpartners.com**

Phone:

**+44 (0) 207 509 5700**

## **What happens next?**

We will investigate the cause of your complaint and do everything we can to resolve your complaint as soon as possible.

It is important to us you are kept informed of the actions we are taking to try and resolve your complaint, therefore we will write to you confirming details of the resolution if we believe we have been able to solve the issue.

If we need more time to look into the cause of your complaint we will write to you clearly acknowledging your concerns and highlighting what steps we are taking to come to a resolution.

We take all complaints seriously and will thoroughly investigate each and every one.

Once we have completed this investigation we will write to you with our conclusions and our proposal for resolution within eight weeks.

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If you do not agree with our conclusion or are unsatisfied with our proposal for resolution, you may have the right to take your complaint to the Financial Ombudsman Service (FOS).

### **The Financial Ombudsman Service**

If you would like to raise your complaint with the FOS, you can do so directly using the details below:

In writing:

**The Financial Ombudsman Service**  
**Exchange Tower**  
**London**  
**E14 9SR**

Email:

**[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

Phone:

**0800 023 4 567**

For the FOS to be able to look into your complaint then you should contact them within six months of the date of the initial resolution provided by us, or the date of our final response.