

COMPLAINTS

HOW TO MAKE A COMPLAINT

We always aim to offer the best possible service, but we recognise that sometimes clients might feel disappointed. We therefore will try to resolve any issues as quickly as possible.

We will endeavour to reach a solution in as fair a way as possible, indeed our regulators, the FCA, require certain procedures are adhered to, but we also recognise that complaints can be good for our business and we can learn from them. We therefore review any trends that emerge so we can improve our service where needed.

In the first instance please contact our **Head of Compliance, Suzanne Cox:**
Suzanne.Cox@clarityglobal.com or call us on **0845 368 7511**.

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If you are not satisfied you are likely to have the right to refer the complaint to the [Financial Ombudsman Service](#). You can use the [European Online Dispute Resolution Platform](#) to verify this.

Please note however, that the Ombudsman will not look at a complaint until it has been raised with the firm and the firm has had a reasonable time to respond. We will provide full details of the service when we respond to your complaint.