

GEE 7 WEALTH MANAGEMENT LIMITED

How to tell us if you are dissatisfied

We strive to keep our customers happy, but we realise we sometimes make mistakes. If this happens, we want you to tell us so that we have an opportunity to put it right and make sure it does not happen again.

We are dedicated to resolving any complaint you have quickly and fairly.

You can contact us:

By phone : 01743 452430

By email: compliance@gee7.co.uk

By letter addressed to:

The Compliance Officer
Gee 7 Wealth Management Limited
2 Park Plaza
Battlefield Enterprise Park
Shrewsbury
SY1 3AF

Where a complaint is received by telephone we may ask you to confirm your complaint in writing to ensure that we have complete details about the nature of the complaint you would like us to address.

Investigating your complaint

Your complaint will be dealt with by a trained member of the company. If the complaint is related to the service provided by an individual member of the company then we will ensure that it is dealt with by someone else.

Responding to your complaint

If we can resolve your complaint within 3 business days following the day we received it, we'll send you confirmation of this and we'll also let you know about the Financial Ombudsman Service (FOS).

If your complaint is more complex and requires more investigation we'll send you an acknowledgment letter outlining the next steps and when you can expect to hear from us.

We will then keep you up to date while we are investigating your complaint, until we provide you with a formal resolution letter, as part of our procedure. In most cases we will be able to resolve your complaint within two weeks of receiving it.

In exceptional circumstances, particularly where your complaint is complex, it may take longer to resolve matters for you.

No later than 8 weeks after receiving your complaint we will send you either:

- Our Final Response Letter which will either offer you redress or reject your complaint together with our reasons for doing so; or
- If we haven't been able to finalise our investigations by that date, a letter letting you know and what steps you can take. This will include letting you know that you can refer your complaint to the Financial Ombudsman without waiting for us to conclude our investigations.

The Financial Ombudsman Service (FOS)

If your complaint has not been resolved to your satisfaction you may be able to refer to the Financial Ombudsman Service.

We'll send you the FOS standard explanatory leaflet with our Final Response.

You can email the FOS:

complaint.info@financial-ombudsman.org.uk

Call them on 0800 0234 567

Or write to them at:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Making a complaint under this procedure will not affect your rights to take legal action.

Gee 7 Wealth Management Limited is authorised and regulated by the Financial Conduct Authority.

Gee 7 Wealth Management Limited is registered in England No. 1047306. Registered Office: 2 Park Plaza, Battlefield Enterprise Park, Shrewsbury, SY1 3AF