# Useful Information

**Complaints Procedure**

Bentley Associates adopt an ethical & professional approach and aim to provide the highest standard of service. If you are not happy with our service please let us know in the first instance & we will try to resolve any issues or concerns as quickly as possible.

You can contact us by phone, e-mail or in writing :

**Tel:** [01423 522571](tel:01423%20522571): **E-mail:** [phil@bentleyassociates.net](mailto:phil@bentleyassociates.net); **Letter:** Bentley Associates, Arden Grange, Springfield Avenue, Harrogate, HG1 2HR.

What will happen next?

1. We will try to resolve matters where possible by the end of the next working day after receipt of your complaint

2. Where this is not possible we will write to acknowledge your complaint & let you know who is handling it within 5 working days of receipt

3. We will fully investigate & endeavour to resolve your complaint as quickly as possible

4. We will respond to you in writing either way within 8 eight weeks of initial receipt of complaint

5. If you are not satisfied with our written response you can ask us to review your complaint again & advise us of any facts you think we have not taken into account or any other relevant detail you are able to supply us with.

6. We will then issue a final written response.

7. If you are still not happy & have given us adequate opportunity to resolve matters internally, you may refer your complaint to the Financial Ombudsman Service (FOS), up to 6 months of receiving our final written response. We will supply you with an FOS explanatory leaflet with our final response.

The Financial Ombudsman Service can be contacted as follows :

Tel : 0800 023 4567 Email : [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Letter : Financial Ombudsman Service, Exchange Tower, London, E14 9SR