



# **Client Complaints Policy Statement**

## **Our Customer Care Commitment**

We value the opportunity to look into any concerns with regard to the service we have carried out and are committed to fully investigating complaints in a fair and prompt manner, and within legislative guidelines.

We apply as best practise, to all our products and services, the Treating Customers Fairly principles as laid out by the FCA (Financial Conduct Authority), whether the product or service provided is regulated or not.

## **Who to contact in the first instance**

We do resolve most issues straight away and all queries should be raised with our Customer Care Department at [clientliaison@fccparagon.com](mailto:clientliaison@fccparagon.com) or at 4-5 Quay Point, Northharbour Road, Cosham, Portsmouth, PO6 3TD.

All emails are acknowledged within 2 hours of receipt and in most instances, resolved within 24 hours. If we cannot resolve your complaint immediately, we will keep you updated with progress and what the next steps will be and commit to a full response within 5 working days.

## **What to do next if you are not happy with the response you receive**

If you are not happy with our response you can escalate this, in writing addressed to the Operations Director for a further review and your correspondence should be either emailed or posted to the above mentioned address where it will be forwarded to the Operations Director for assessment.

You can of course, at any stage of your complaint with us, for free and impartial advice, contact the FOS, if the product is covered by them, (these are regulated products such as Insurance Policies): Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR or on 08000 234 567 (freephone from a landline) or email to [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk). Contacting the FOS does not affect your legal rights.