

# Complaints

## COMPLAINTS PROCEDURES

### Osborne Baldwin Limited t/a Hunter Jones Group

#### How to make a complaint

We believe you deserve a courteous, fair and prompt service and we strive to treat all our customers fairly.

If you feel something isn't right or you wish to make a complaint, then please let us know by emailing us at [info@hunterjonesgroup.com](mailto:info@hunterjonesgroup.com). If you would prefer to telephone or write then please use the following details:

#### Osborne Baldwin Limited t/a Hunter Jones Group

Level 7, One Canada Square, Canary Wharf, London, E14 5AA

Telephone: +44 (0) 20 7117 2913

If there is an occasion when our service does not meet your expectations, please contact us to help us deal with your issue quickly and effectively.

#### How we deal with your complaint

When we receive your complaint, and if we have been unable to resolve it within 3 business days, we shall write to you to acknowledge receipt of your complaint via email or if the complaint was by letter, the reply will be sent by first class post.

We will investigate your complaint competently, diligently and impartially, obtaining additional information as necessary within 6 weeks. We shall keep you informed of progress and do our best to resolve matters to your satisfaction within 8 weeks.

We shall decide whether the complaint should be upheld and what remedial action or redress (or both) may be appropriate. We shall explain to you promptly and, in a way that is fair, clear and not misleading, our assessment of your complaint, our decision on it, and any offer of remedial action or redress. Our complaint responses are always provided in writing.

If we are unable to uphold your complaint you may be entitled to refer the complaint to the Financial Ombudsman Service (FoS) and you will be sent a copy of the FoS Consumer Leaflet.

#### Summary Response

Where a complaint has been resolved by the close of the third business day (a complaint is resolved where the complainant has indicated acceptance of a response from the respondent), we will ensure that a Summary Response Communication letter is sent, which:

- Refers to the fact that the complainant has made a complaint and informs the complainant that we now consider the complaint to have been resolved
- Tells the complainant that if they subsequently decide that they are dissatisfied with the resolution of the complaint, they may be able to refer the complaint to the FoS
- Indicates whether or not we consent to waive relevant time limits.
- Provides the website address of the FoS
- Refers to the availability of further information on the website of the Financial Ombudsman Service

This document has been last updated in June 2022.

