

# **COMPLAINTS PROCEDURES**

## **Equity For Growth (Securities) Limited**

### **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@equityforgrowth.com](mailto:info@equityforgrowth.com). If you would prefer to telephone or write then please use our details on our Contact page.

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. As a firm regulated by the Financial Conduct Authority, we are obliged to follow best practice and the FCA guidelines.

### **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 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. 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.

If we are unable to uphold your complaint you may be entitled to refer the complaint to the Financial Ombudsman Service.