

Complaints handling

We aim to provide an excellent service to all our customers. However, we know that on occasion things can go wrong. So, if you're unhappy with the service provided by us and wish to complain, please let us know.

How to make a Complaint

You can make contact in writing (post or email) or by telephone. The contact details are:

Complaints Manager
Benchmark Capital
Broadlands Business Campus
Langhurst Wood Road
Horsham
West Sussex
RH12 4QP

Tel: 01403 334455

Email: complaints@benchmarkcapital.co.uk

How we will handle your complaint

- We will promptly acknowledge receipt of your complaint in writing.
- Your complaint will be impartially and thoroughly investigated by us.
- We will keep you updated on the progress of our investigation.
- We will provide you with a letter detailing the outcome of our investigations within eight weeks. If we can't do this, we will tell you why this hasn't been possible and explain the next steps that you can take.

Financial Ombudsman Service

If you remain unhappy with the decision you may have a right to refer your complaint to the Financial Ombudsman Service. You can also refer your complaint if it has not been resolved within eight weeks. Their contact details are:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: [0800 023 4567](tel:0800 023 4567)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk