



# Customer Complaints Procedure

## Introduction

At WPS Advisory we always aim to provide the highest possible levels of service and advice. Even so, we appreciate that there may be occasions when clients have a complaint and formal procedures, summarised in this document, have been established to deal with this. These procedures seek to respond in a fair and impartial way to clients and other connected parties, who express dissatisfaction about our firm's provision of, or failure to provide, a financial service.

## Whom to contact

If you have a complaint with the way that we have provided, or have failed to provide, a financial service we ask that you either telephone or write to the Compliance Officer at the following address outlining your concerns:

WPS Advisory Limited  
Suite A, 5th Floor, West One,  
Newcastle upon Tyne NE1 3PA

**0808 202 6826**  
**[complaints@wpsadvisory.com](mailto:complaints@wpsadvisory.com)**

## What happens next?

Now that we have acknowledged your complaint, the next step is to review it. If the nature of the complaint is unclear, we may telephone or write to you to clarify the area(s) of concern.

We will then carry out a full investigation by gathering the information needed to properly review your complaint. This may mean that we will ask you for more information or papers to assist us in the investigation.

In our experience, gathering all the facts and paperwork enables us to consider all the information available at the one time, which is in the best interests of reviewing a complaint comprehensively. If we do need to request details from you, we ask that you respond as fully and as soon as possible.

We will provide you with an update within eight weeks of receiving your complaint. If we have completed our investigation and made an assessment as to whether to uphold your complaint, we will provide our final written response letter.

At this point we will provide you with information about how to take your complaint to the Financial Ombudsman Service, which is an independent public body whose job is to resolve individual disputes between consumers and businesses.

**If you require any clarification on our complaint procedures, please do not hesitate to contact us.**

WPS Advisory Limited is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 624546.

WPS Advisory Limited is registered in England & Wales under Company Number 08874015. Our registered office address is: 7 St John Street, Mansfield, Nottinghamshire NG18 1QH.

