

Complaints and redress

Hunter Barrington Ltd takes care to provide the highest standards of service. However, in the event that you should have a complaint please contact:

The Quilter Financial Planning Complaints Team

By telephone on: 0191 241 0700

By letter to Quilter Financial Planning Complaints Team at Riverside House, The Waterfront, Newcastle Upon Tyne, NE15 8NY

By email to QFPComplaints@quilter.com

We will formally acknowledge your complaint and send you a copy of our formal complaints procedure. We will investigate the matter in line with our procedures and in accordance with the FCA Rules and will report our findings.

If you are still unhappy with the outcome and you are eligible to do so, you will have the right to take an eligible complaint to:



The Financial Ombudsman Service

and we will provide details of how to do so at that stage.

Details of how the Financial Ombudsman Service can help can be found on their website:

www.financial-ombudsman.org.uk/consumer/complaints.htm

Or you can ring their consumer help line:

0800 0234567 or **0300 1239123**