

## Stratton Richards Complaints Policy

Stratton Richards is a trading name of Fernard Limited. Company registration number 09108448.

Authorised and regulated by the Financial Conduct Authority in respect of regulated claims management activities: 836729.

Fernard Ltd is committed to offering a professional and friendly service to our clients. Sadly, in some instances we may fail to meet these standards.

In these rare circumstances, we need to hear from you, not only to address the issue but so that we may learn from this mistake. Finding out where we went wrong enables us to put in place procedures within our operating system so that such issues can be avoided in the future.

If you wish to make a complaint, you may do so via email or via post to Siobhan Conroy (Office Manager). If the complaint is Regarding the Office Manager, then you will be offered an alternative member of staff to address your complaint.

Email: [siobhan@fernard.com](mailto:siobhan@fernard.com)

Send a Letter:

Siobhan Conroy

Fernard Ltd

115 Wilmslow Road

Wilmslow

SK9 3ER.

Telephone: 01625

The Management Team will always investigate, record and acknowledge your complaint.

We will make every effort to acknowledge your complaint on the day, if not we will respond within 5 working days.

There will be times when we will have to correspond with your appointed Solicitor. In such circumstances we will supply you with copies of such correspondence and any replies to such enquiries.

We will commit to a period of 8 weeks in which we aim to have reasonably addressed the issues of your complaint, have made our final response or if we are still unable to make a final response within this time period, we will indicate what steps are being taken to resolve the issue.

We reserve the right to decline to consider a complaint if we think the complaint has been brought to our attention outside the time limits set out in the Financial Conduct Authority Scheme Rules. There may be instances where we will waive this at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.

We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business, together with a copy of this procedure. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.

Within eight weeks of receiving a complaint we will send you either:

1. A final response which adequately addresses the complaint; or
2. a response which:
  - A. explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
  - B. inform you that you may refer the handling of the complaint to the Financial Conduct Authority (FCA).

Where we decide that redress is appropriate, we will offer you fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.

If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to:

Financial Ombudsman Service (FOS)

Exchange Tower, Harbour Exchange, London, E14 9SR

<https://www.financial-ombudsman.org.uk/>