

Complaints Policy

Our commitment to you

At Ascend Broking Group Ltd each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

Our Complaints Officer is **Simon Horton**

simon.horton@ascendbroking.co.uk

(01245)373626

- 1) We will acknowledge your complaint within 3 working days of receipt of your complaint.
- 2) We will investigate your complaint and endeavor to send a final response to you within 8 weeks of receipt of your complaint. We will provide you with updates during this process.
- 3) Where we believe that another firm may be solely or partially responsible for the issue raised in the complaint, we may forward the complaint on to the relevant firm. You will be advised of the referral and provided with contact details for the other party. If the complaint is referred in its entirety to another party, we must advise you about this in a final response letter.

If we are retaining responsibility for some aspects of the complaint, we will continue to follow the complaints procedures for these aspects in the normal way.

- 4) If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.
- 5) If you are dissatisfied with the final response you have received or with any stage of the process you can write to:

Financial Ombudsman Service (FOS)
South Quay Plaza
183 Marsh Wall
London
E14 9SR

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.