

## **JCA Complaints Procedure Leaflet**

### **Our Commitment to you**

At JCA Associates our customers are important to us. We believe you have the right to a fair and courteous service which is clear and not misleading. When in receipt of a complaint we will ensure it is dealt with promptly and efficiently, and all correspondence will be clear and concise.

### **Complaints Procedure**

- We will acknowledge your complaint within 5 working days
- We will investigate your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will write to you with an update.
- We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise when you can expect a final response.
- If more than 8 weeks from the date of your complaint have passed and you have not received a final response, or are dissatisfied with the final response you have received you can write to the Financial Ombudsman Service. The address is –

Financial Ombudsman Service (FOS)  
Exchange Tower  
London  
E149SR

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

Should you require any further information, please contact us on 01276 855010. Our offices are open Monday to Friday, 8:00 to 17:30.