

# Complaints Policy

*Updated 31/07/2024*

*Prepared by:*

FUNDHOUSE

## COMPLAINTS HANDLING

We summarise our complaints handling processes below:

We take complaints seriously and each one will be dealt with by senior management. Should you have a complaint, please can you deal with them in the following ways:

- In writing to: Rory Maguire, Managing Director, Fundhouse, 3rd Floor Vivo, 30 Stamford Street, London, SE1 9LQ.
- By phone: 01737 233979
- By email: [rory@fundhouse.co.uk](mailto:rory@fundhouse.co.uk)
- Should you wish to email the compliance officer directly, please email [julia@fundhouse.co.uk](mailto:julia@fundhouse.co.uk)

Please ensure the title is “Official Complaint about Fundhouse” and is marked urgent.

### What happens once you have complained?

We will assess the complain to understand it well. Once received and, assuming it is a valid complaint, we will provide you with a resolution time frame. Usually this is 4 business days from receipt of the complaint. If we need more time, we will ensure that we ask you your permission to extend this deadline. We will respond in writing and provide you with a clear written summary of our proposed resolution. We will also ensure that it is made clear to you how you can escalate the complaint (if you are not happy with our response), by speaking to the likes of the Financial Ombudsman Service (“FOS”).

This written resolution should make it clear that we have a) taken it seriously, b) investigated it, c) provided clear resolution and d) who is looking after it at Fundhouse and e) what remedial action has been undertaken. Should you be comfortable, we will ask you to confirm that we have resolved the issue to your satisfaction. If the complaint is not resolved properly, we will continue to seek resolution and you may also wish to complain to FOS if you are not comfortable.

To finalise and close the complaint, we will formally write to you within 4 weeks of the date of your first complaint. In this letter, we will provide details on the complaint, how it was resolved and all the related findings. Again, we will ask you to confirm receipt and agree to the contents.

Please do investigate whether you are eligible to complain to FOS by visiting their website <http://www.financial-ombudsman.org.uk/>

If we have not resolved the complaint adequately and you are eligible to complain, please do address any complaints to:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone

0800 023 4 567 or 0300 123 9 123