

# How Jessop Fund Managers Limited deals with complaints

**We are sorry that you have needed to make a complaint. We try to provide the highest standards of service to our customers however, if the unexpected happens, we want to help.**

Our regulator, the Financial Services Authority (FSA), has set down a number of rules we are required to follow when dealing with complaints. Please spare a few moments of your time to read the following which explains what will happen next.

- An experienced member of staff will deal with your complaint. Where appropriate, this will be someone who was not directly involved. The member of staff will either have authority to settle your complaint or will have ready access to someone who has.
- We want to deal with your complaint thoroughly, impartially and to provide you with a prompt and comprehensive response in plain English. This will, unless you tell us otherwise, be sent in writing to your home address. If you would like someone to complain on your behalf, we will need your signed authorisation before any information can be released to them.
- If you would like a response by email please note that for security purposes we will be unable to confirm account specific information.
- We will write acknowledging your complaint within five business days of receiving it.
- During the course of our investigation it may be necessary for us to contact you about your complaint, although we will only trouble you if absolutely necessary.
- It may not always be possible for us to resolve your complaint straightaway, for example if the matter is particularly complex or we need to obtain further information. If, after four weeks, we have been unable to complete our investigation, we will write to update you on our progress, and when you can expect to get a final response from us. We appreciate that delays can be frustrating and we will do all we can to ensure these are kept to a minimum.
- If we have been unable to complete our investigation within eight weeks of receiving your complaint, we will write to you again to explain why and to advise when we expect to be able to do so. However, if, at this stage you do not wish to wait for our final response you are entitled to contact the Financial Ombudsman Service, details of which we will provide.
- On receipt of our final response, if you are dissatisfied with the outcome of our investigation and believe we have not considered all the information relevant to your complaint, please feel free to contact us again and we will clarify any areas of concern.
- Our final response will include a guide to the services of the Financial Ombudsman Service entitled "Your complaint and the Ombudsman" to which you maybe eligible to refer your complaint in the event of remaining dissatisfied. Use of the Financial Services Ombudsman is free to you and they will determine eligibility upon referral. If you do elect to refer your complaint to them, please remember that you need to do so within six months of the date of our final response.

Should you ultimately remain dissatisfied with the outcome of the investigation you also have the right to contact The Pensions Advisory Service (TPAS), which is available to members and beneficiaries of pension schemes in connection with any pension query you may have, or any difficulty that you have failed to resolve with us. They may also be able to assist you throughout the formal complaints process or help you if you have completed the process but are still unhappy with our decision. TPAS can be contacted at:

The Pensions Advisory Service  
11 Belgravia Road  
London  
SW1V 1RB

Telephone: 0845 601 2923

If TPAS cannot help resolve your complaint, they may refer it to the Pensions Ombudsman or the Financial Ombudsman, both of whom are appointed by the Government. Their roles are to investigate and determine complaints of maladministration or dispute of fact or law in relation to pension schemes. The Ombudsmen can be contacted at:

The Office of the Pension Ombudsman  
11 Belgravia Road  
London  
SW1V 1RB

Telephone: 020 7834 9144

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Telephone: 0845 080 1800

## A word about the Financial Ombudsman Service

The Financial Ombudsman Service (free to consumers and independent of the government and financial firms) was created for customers who have been unable to resolve a dispute with a financial firm (please note that it is not possible to refer a complaint to the Financial Ombudsman Service without firstly contacting the firm concerned to give them the opportunity to investigate matters). Although there are exceptions to what the Financial Ombudsman Service can deal with, they will be able to advise you if they can help.

## Our details

Jessop Fund Managers Limited  
PO Box 1043  
Cheltenham  
GL50 9JB

Telephone: 0870 601 1131  
Website: [www.jfml.co.uk](http://www.jfml.co.uk)

Telephone calls may be recorded for monitoring and training purposes.

Jessop Fund Managers Limited (Registered in England No: 5768993) is Authorised and Regulated by the FSA (Registered No. 452904).

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Complaints (08/10)