



Nplus1 Singer Complaints Handling Policy

We are sorry that you have had cause to complain to Nplus1 Singer. Your business is important to us and we endeavour to resolve any concerns fairly, effectively and promptly. However, some complaints are more complex than others and may take some time to investigate.

Our Commitment

Our aim is to provide you with fair compensation and remedy any recurring or systematic problems which are identified as a result of your complaint.

- We will promptly respond to the complaint in full, or, if we are unable to respond to the complaint within 5 business days we will send a written acknowledgment of the complaint together with relevant contact details of the person overseeing the process.
- If we are unable to resolve your complaint within 4 weeks of receipt, we will send you a letter advising you that we are not in a position to send a final response explaining why and providing you with a date by which we will be able to supply you with a response.
- If your complaint has not been resolved within 8 weeks of receipt we will;
 - send you a letter explain why we have not resolved your complaint and provide you with a date by which we will be able to supply you with a response, and
 - Provide you with details of your right to refer your complaint to the Financial Ombudsman Service.

Please note that access to the Financial Ombudsman Service and the right to claim compensation under the Financial Ombudsman Scheme may not extend to those persons classified as Per Se or Elective Professional clients under the rules of the Financial Conduct Authority.

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

Investigating your complaint

Your complaint will be investigated by a dedicated member of staff who was not directly involved in the matter that is the subject of your complaint. This individual will undertake to handle your complaint in an effective and timely manner.

Contact Nplus1 Singer

You can contact us by writing to: **Compliance, Nplus1 Singer, 1 Bartholomew Lane, London, EC2N 2AX** or by calling us on +44 (0)207 496 3000 from 9:00am to 5:00pm, Monday to Friday.