

## **Complaints handling**

We aim to provide an excellent service to all our customers. However, we know that on occasion things can go wrong. So, if you're unhappy with the service provided by us and wish to complain, please let us know.

### **How to make a Complaint**

You can make contact in writing (post or email) or by telephone. The contact details are:

Complaints Manager  
Benchmark Capital  
Broadlands Business Campus  
Langhurst Wood Road  
Horsham  
West Sussex  
RH12 4QP

**Tel:** 01403 334455

**Email:** [complaints@benchmarkcapital.co.uk](mailto:complaints@benchmarkcapital.co.uk)

### **How we will handle your complaint**

- We will promptly acknowledge receipt of your complaint in writing.
- Your complaint will be impartially and thoroughly investigated by us.
- We will keep you updated on the progress of our investigation.
- We will provide you with a letter detailing the outcome of our investigations within eight weeks. If we can't do this, we will tell you why this hasn't been possible and explain the next steps that you can take.

### **Financial Ombudsman Service**

If you remain unhappy with the decision you may have a right to refer your complaint to the Financial Ombudsman Service. You can also refer your complaint if it has not been resolved within eight weeks.

Their contact details are:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**Tel:** [0800 023 4567](tel:0800 023 4567)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)