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DowgateWealth

Complaint Handling Process

We are sorry you have had cause to complain. This page explains our complaints procedure and your rights if you remain dissatisfied.

1 Our commitment to you

- We aim to respond to all complaints in a prompt, consistent and fair manner.
- Your complaint will be investigated by a suitably trained representative who was not directly involved in the matter that is the subject of your complaint. The member of staff will either have the authority to settle your complaint or will have ready access to someone who has the authority.
- If we are unable to resolve your complaint within four weeks of receipt, we will contact you to explain why we are not in a position to resolve your complaint and give you an indication of when we will make further contact.
- In the unlikely event that your complaint has not been resolved within eight weeks of original receipt, we will send you a letter explaining why we have still not resolved your complaint and tell you when we will make further contact.
- Our final response will advise of our findings and, where appropriate, what action is being taken to resolve the matter. We will address the subject matter of your complaint, and where the complaint is upheld, we will offer a fair resolution.
- If you telephone us during our investigation and the member of staff handling your complaint is not available, then another member of our team will be able to help you.

2 Your rights

- If you are dissatisfied with our final response, you can either ask us to reconsider or you can refer the matter to the Financial Ombudsman Service (FOS).
- Eight weeks after us being in receipt of your complaint, you have the right to refer your complaint to the FOS, if we have replied or not.
- If you decide to refer your complaint to the FOS, you must do this within 6 months of the date we issue our final response to you. After this time the Ombudsman may refuse to consider the matter.

3 Dowgate Capital

- Dowgate Wealth Limited is regulated and authorised by the Financial Conduct Authority (FCA), reference number 926137. You may view us on the Financial Services Register [here](#).
- Dowgate Wealth Limited is incorporated in England and Wales registration number 12221221.

4 Contacts

- If you have any concerns or wish to make a complaint, please contact Dowgate's Compliance Officer either in writing, in person, or by phone.

Compliance Officer
Dowgate Wealth Limited
15 Fetter Lane

London
EC4A 1BW

Call: +44 020 3903 7715

Email: compliance@dowgate.co.uk

- Should you wish to contact the FOS then you may do so as follows:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Call: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: <https://www.financial-ombudsman.org.uk>

- Should you wish to contact the FCA then you may do so as follows:

Financial Conduct Authority
12 Endeavour Square
London
E20 1JN

Call: 0800 111 6768

Email: consumer.queries@fca.org.uk

Website: <https://www.fca.org.uk/consumers>