

## **Complaints procedure**

1. On the rare occasions that we receive a complaint we are committed to resolving any dissatisfaction speedily and effectively.
2. A complaint should be addressed to your contact in the company that has been dealing with your matter. He or she will normally acknowledge receipt within 2 working days and provide a substantive response within a further 14 days.
3. If you are not satisfied with the substantive response, you can write to our Director Stuart Borchard on 01423 561060 or email [stuart@sj-fs.co.uk](mailto:stuart@sj-fs.co.uk). He will acknowledge your letter promptly and indicate the likely timescale for him to review the earlier substantive response and to correspond further with you, which will normally not exceed 14 days.
4. After such further investigation and correspondence as he considers necessary, which may include a proposed meeting, he will issue a final response to your complaint on behalf of the firm.
5. If you are not satisfied with this final response, please contact in writing: The Complaints Manager, HL Partnership Limited, 2nd Floor, Unit 1, Southern Gate Office Village, Southern Gate, Chichester, West Sussex, PO19 8SG By phone: Telephone 03300 552 651

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## **Who regulates us?**

Stuart James Financial Solutions Ltd is an appointed representative of H L Partnership Limited, 2nd Floor, Unit 1, Southern Gate Office Village, Southern Gate, Chichester, West Sussex, PO19 8SG, England, which is authorised and regulated by the Financial Conduct Authority. H L Partnership Limited's FCA number is 303397.

We Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim with no upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.