**CoomberSewell Enterprises**

**Complaints Handling Policy**

**Our complaints policy**

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have three weeks to consider your complaint. If we have not resolved it within this time you may complain to DSA-QAG.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the appropriate partner (not the partner who handled the incident) who will review your complaint and speak to the partner who advised you.
3. The partner will then write to you with any queries, or a response which will hopefully resolve your complaint. S/he will do this within 14 working days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, please contact us again and we will arrange for an independent advisor from Holges Consulting to review the decision.
5. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact:

DSA-QAG

Office 102

Garden Studios

71-75 Shelton Street

London

WC2H 9JQ

about your complaint. Normally, you will need to bring a complaint to DSA-QAG within six months of receiving a final written response from us about your complaint.