

Complaints Procedure for Clients

Killik & Co are dedicated to providing a high level of service to all its clients. If you are not satisfied with the level of service you have received from us please contact us and we will address your concerns.

How and where to complain

In the first instance please contact your Adviser either in person, by telephone, email, or letter. We will treat each method of contact with the same priority and hope that your concerns can be dealt with within three business days.

Should you wish to contact someone other than your Adviser please contact the Partner Responsible by any method described above or write to us at by email at complaints@killik.com or by post at:

Complaints Team, Killik & Co, Crown House, Crown Street, Ipswich, IP1 3HS

For any complaint that is resolved to your satisfaction within three business days, we will send you a letter known as a 'Summary Resolution Communication' which states that your complaint has been fully resolved.

In the event that we are unable to address your complaint within three business days the Adviser or Partner Responsible must pass your complaint to the Complaints Team for further investigation. You will receive a letter 'promptly' acknowledging receipt of your complaint by the Complaints Team.

The Complaints Team will then investigate your concerns and will aim to treat each complaint fairly, consistently and competently.

Our response to you

We will write to you again, no later than eight weeks after receiving your complaint. During this period if you wish to receive an update of our progress and when we expect to complete our investigation you can contact the Complaints Team by email or in writing at the addresses above, or by telephone (020 73370400).

We aim to have completed our investigations during that time and we will tell you our findings and, where applicable, how we intend to resolve your complaint. That letter is known as our Final Response. If we are unable to issue our Final Response at that time we will give you the reason for the delay and tell you when you can expect to receive our Final Response.

The Final Response letter is sent when we have thoroughly investigated all aspects of your complaint. The Final Response is our conclusion, however we are always available to provide clarification to clients and you are invited to contact us at any time.

If your complaint relates to the services provided by our custodian, Platform Securities we will forward your letter to them for investigation. They will investigate your complaint and you will receive correspondence from us in the manner described above.

The Financial Ombudsman Service

Killik & Co are covered by the Financial Ombudsman Service ("FOS"). If you are unhappy with our Summary Resolution Communication, Final Response or, if you are not satisfied with how we are investigating your complaint after eight weeks have passed, you may refer your case to the FOS. Details of the FOS will be provided to you by us with our Summary Resolution Communication, Final Response or at the eight week stage described above.