

Our goal is to provide excellent service to all of our customers, but we recognise occasionally things do go wrong.

Get in touch

If you are dissatisfied with any aspect of the service you have received, please contact us detailing the circumstances of your complaint.

Telephone: 0345 300 0430 (from overseas call +44 121 415 0105)

Secure message: Log in to your account and send us a secure message

Email: Complaint.Resolution@Equiniti.com

In writing: Complaint Resolution Team,
Equiniti, PO Box 4605,
Aspect House,
Spencer Road,
Lancing,
BN99 6QY

Our response

If we cannot solve your problem immediately, we will send an acknowledgement of your complaint in writing normally within three working days.

We aim to resolve all complaints within four weeks. Should our investigations into your complaint require more time, we will write to you, giving the reason for the delay and an indication of when we expect to provide a full and final response. In the unlikely event that we are still unable to resolve your complaint after eight weeks, we will contact you to inform you of your right to refer the matter to the Financial Ombudsman Service, and will include a copy of their explanatory leaflet.

Once our investigations are complete, we will write to you with our final response. We will also notify you of your right to refer your complaint to the Financial Ombudsman Service if you remain dissatisfied, which you must do within 6 months from the date of our final response. A copy of the Financial Ombudsman Service explanatory leaflet will also be included. (For an online version of the leaflet visit the Financial Ombudsman Scheme website).

Financial Ombudsman Service

The Financial Ombudsman acts independently of Equiniti and provides a service as an unbiased adjudicator.

Please note however, that the Financial Ombudsman cannot deal with a complaint unless you have received a 'final response' letter from us or you have received no final response within eight weeks of your initial complaint.

The Financial Ombudsman can be contacted in the following ways:

Telephone: 0800 023 4567 or 0300 123 9123

Website: www.financial-ombudsman.org.uk

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

In writing: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

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