

## Complaints

We take all complaints seriously and look to resolve all complaints directly on a prompt and fair basis.

In the first instance please contact us by email at [info@teviotpartners.com](mailto:info@teviotpartners.com) or call 0131 510 7280 or you can write to us at 101 George Street, Edinburgh EH2 3ES.

The Financial Ombudsman Service provides a free, independent service for customers to solve disputes with financial firms. The service is aimed at resolving disputes as an informal alternative to the courts. The service is free to customers and can investigate complaints and order restitution up to a maximum of £430,000. It will only step in once we have had the opportunity to investigate matters, so please contact us first and we will do all we can to help you

If you are not satisfied with our final response, or if 8 weeks have passed since you first contacted us with your complaint, you can ask the Financial Ombudsman to review your complaint.

The Financial Ombudsman Service can be contacted at:

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR

Tel: 0800 023 4567 or 0300 113 9123 or 0207 964 1000

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)