

The Nucleus complaints procedure

Client guide

Edition

07

Making a complaint

Making a complaint

We aim to provide our clients and their advisers with excellent client service. If you are unhappy with our service or think there is a problem please let us know immediately.

We will resolve complaints as quickly as we can. Some complaints require detailed investigation and/or a dialogue with third parties and take some time to resolve.

We will issue an acknowledgement to your complaint, by email or by letter, within three business days of receiving your complaint. Our aim is to provide you with our final response within four weeks. If this is not possible we will write to you again and confirm when we would hope to be able to provide you with our final response which should be no later than eight weeks from the date of your complaint.

We will provide fair redress where we believe it is appropriate. For this purpose, fair means proportionate to the circumstance, consistent with a breach of our terms and conditions, and in line with the way we have dealt with similar cases.

All complaints should be referred to Aileen Heggie, Complaints manager, on 0131 226 9740, aileen.heggie@nucleusfinancial.com, or in writing at the following address:

Nucleus HQ
Greenside, 12 Blenheim Place
Edinburgh
EH7 5JH

The Financial Ombudsman Service

If we have not issued our final response letter within eight weeks of receipt of your complaint or if you are dissatisfied with our final response you have the right to refer your complaint, free of charge, to the Financial Ombudsman Service.

Although there are time limits for referring your complaint to the Ombudsman, we will consent to the Ombudsman considering your complaint even if you refer the complaint outside the time limits.

For ease of reference their contact details and website address are noted below.

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0300 123 9 123 or 0800 023 4567

Website: www.financial-ombudsman.org.uk



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