



James Murray Financial Services Complaints Procedure

If you're not completely happy with our service at James Murray Financial Services Ltd, we'd like to hear about it — this way, we can do something to put it right and ensure we improve our services in the future.

James Murray Financial Services Ltd will do everything possible to ensure our customers get the best possible service. However, sometimes things can go wrong. When that happens, we always encourage our customers and partners to tell us about your complaint, so that we can put matters right.

We want to:

- Make it straightforward for you to tell us about your complaint.
- Give your complaint the consideration it deserves.
- Resolve your complaint promptly and without delay.
- Make sure you are satisfied with how your complaint was resolved.

How to complain

To make a complaint, you can:

- Call us on 01780 723812. We are available from 9am to 5pm Monday to Friday (please note that we are closed on all UK public and bank holidays).
- Email us at james@jamesmurrayfinance.co.uk
- Write to: The Complaints Department, James Murray Finance, Willoughby House, 2 Broad Street, Stamford, PE9 1PB

How long will it take?

We'll do all we can to resolve your complaint within three working days. If we can't do this, we'll write to you within five working days to tell you what we've done to resolve the problem or acknowledge your complaint and let you know when you can expect a full response. We will contact you regularly until your complaint has been resolved.

If we haven't issued our response within eight weeks from the date you first raised your complaint, or if you're dissatisfied with our response, you can ask the Financial Ombudsman Service for an independent review.

Contact details for the Financial Ombudsman Service:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

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

If we are unable to assist with your complaint or you feel that the appropriate outcome has not been achieved you can also contact: The Complaints Manager AFS Compliance Ltd, Greenbank Court, Greenbank Way, Greenbank Business Park, Blackburn, Lancashire BB1 5QB or by telephoning on 01254 958777

<https://afsuk.com/afs-compliance/contact/complaints-procedure/>