

Ascentric Complaints Policy

We hope you'll never be unhappy with our service. If this does happen we'll make it as simple as possible for you to contact us to discuss your concerns and aim to resolve them straight away.

If you are still not entirely satisfied, we have an internal complaints procedure which follows the standards required by the Financial Services Authority.

Initially, contact us to let us know what you are unhappy with. You can reach us either by phone on 0845 600 5360 (Monday to Friday 09:00 to 17:30) or email via customerservices@ascentric.co.uk

Alternatively you can write to:
The Compliance Officer
Ascentric
9 Palace Yard Mews
Bath
BA1 2NH

What you can expect

In the majority of cases, we aim to resolve your complaint there and then.

If this is not possible, we'll advise you at the time and acknowledge your complaint within 5 working days. At this point we will give you an estimation of how long we need to resolve your complaint and provide you with a final response.

If eight weeks have passed since you first raised your complaint with us, you have the right to refer your complaint to the Financial Ombudsman.

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