



# WAY Fund Managers

## Complaints Procedure

We are sorry that you have had cause to complain to WAY Fund Managers.

We will endeavour to resolve your dissatisfaction fairly and promptly. The following is a summary of how we will deal with your complaint.

Please provide us with your full name, address and plan number or contract reference, together with the full details of your complaint.

You can contact us in the following ways:

**Email:** [customerservices@WAYFunds.com](mailto:customerservices@WAYFunds.com)

**Telephone:** 01202 855856\*

**Fax:** 01202 855850

\* Calls may be made between the hours of 0900 hours and 1700 hours Monday to Friday. Please note that calls may be recorded for training or for the verification of facts.

Or in writing to:

**The Compliance Officer,  
WAY Fund Managers,  
Cedar House,  
3 Cedar Park, Cobham  
Road, Wimborne,  
Dorset BH21 7SB**

### **Our commitment to you:**

- You will receive an acknowledgement of your complaint in writing within five business days of receipt.
- A member of the WAY Fund Managers team will investigate your complaint promptly, thoroughly and impartially.
- If we are unable to resolve a complaint within four weeks, we will advise you in writing indicating when a final response will be available.
- In the unlikely event that we are unable to resolve your complaint within eight weeks, we will write to you to explain why this is and when we will be in a position to make a final response.

### **Financial Ombudsman Service**

If you are not satisfied with the outcome of our investigation into your complaint, or we have not been able to provide you with a full response within eight weeks of receipt of your complaint, you may refer your complaint to the Financial Ombudsman Service (FOS). We will provide you with the details for referring to the FOS, with our final response or our explanatory letter if we have been unable to resolve the matter within 8 weeks.

The Financial Ombudsman Service can be contacted by:

**Telephone:** 0800 023 4 567

**Email:** [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

**Website:** <http://www.fos.org.uk/>

Or in writing to:

**South Quay Plaza,  
183 Marsh  
Wall, London  
E14 9SR**

WAY Fund Managers Limited (Registered in England and Wales No 4011838).  
Authorised and regulated by the Financial Conduct Authority.

Registered address: Cedar House, 3 Cedar Park, Cobham Road, Wimborne, Dorset, BH21 7SB