

WAY Fund Managers Complaint Procedure



We are sorry that you have had cause to complain to WAY Fund Managers. We will endeavor to resolve your dissatisfaction fairly and promptly. The following is a summary of how we will deal with your complaint.

You can contact us in the following ways:

Email: compliance@wayfunds.com

Telephone: 01202 854876*

* 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:

- If, with your agreement, your complaint can be resolved within three business days, we will write to you summarising what has been agreed and close the complaint.
- If we are unable to resolve your complaint within three business days, we will acknowledge 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 able to make a final response.

The 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 4567 **Email:** complaint.info@financial-ombudsman.org.uk

Website: <http://www.financial-ombudsman.org.uk>

Or in writing to: Financial Ombudsman Service, Exchange Tower, London E14 9S