

Complaints

Complaints Handling

In the event that you wish to make a complaint, this can be made verbally, by telephone or in person, or via a written communication delivered in person, via post, e-mail or fax. In the first instance, the complaint should be directed to your account manager.

If you are not satisfied with the response from your account manager please contact our compliance team at compliance@zodiacpartners.com. The team will undertake an independent assessment of the complaint with a full diagnosis of the events. They will assess whether the client has been treated fairly and examine if Zodiac Partners has met all of its contractual and other obligations in regards to the occurrence. A comprehensive written response will be provided within a maximum of eight weeks of receipt of the original complaint.

If you need to contact our Compliance Team please write to us at compliance@zodiacpartners.co.uk or

Compliance Dept.
Zodiac Partners Ltd
The Town House
114-116 Fore Street
Hertford SG14 1AJ

The Compliance Officer will be responsible for ensuring that any complaint is properly investigated and that the required timetable set by the FCA rules is adhered to.

Where a complaint has been resolved, a final response will be issued to the customer, unless it was resolved by the close of three business days following receipt, in which case may not be sent. If you remain dissatisfied with the company's response, you may now refer the complaint to the Financial Ombudsman Service ("FOS") which, should he wish to do so, must be done within 6 months.