**If you are unhappy with our service**

If you have a complaint about your adviser, or any financial advice you have received from your adviser, please contact us:

**Quilter Financial Planning Complaints Department**

Quilter Financial Planning Complaints Department

Quilter

SUNDERLAND

SR43 4JR

Email: QFPcomplaints@quilter.com

Tel: 0808 171 2626

You can find more information by visiting the Quilter Financial Planning website:

<http://www.quilterfinancialplanning.co.uk/contacts/>

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk))