

COMPLAINTS PROCEDURE

We strive to provide the highest possible standard of service. However, we acknowledge there may be instances where you feel we have fallen short of this. If this happens, we encourage you to raise a complaint.

This Complaints Procedure outlines who can raise a complaint, the process for raising a complaint, the procedure in place to answer your complaint, and the next steps you may take if you remain unsatisfied with our answer.

Who can complain

If you were provided with a service by MD Advisors Limited, then you may raise a complaint with us directly.

Raising a complaint

To ensure your complaint reaches the correct team internally, we encourage you to raise your complaint by emailing us and including 'Complaint' in your email's subject line. The contact information is:

Contact:	Mustafa Diner
Email:	md@mdadvisors.co.uk
Telephone:	+44 (0)7887506685

Answering your complaint

Upon receipt of your complaint, we will acknowledge your complaint as soon as reasonably practicable. We will then investigate your complaint to provide a fair and reasonable answer. We may request further information from you when this is required to properly assess your case.

We aim to provide you with a final written answer to your complaint within 8 weeks after we received your complaint. If we are unable to answer you within 8 weeks' time, we will contact you to let you know and explain the reasons for this.

If you are not satisfied

If you are not satisfied with our final response, or 8 weeks have passed since you made your complaint, then you may escalate your complaint to the Financial Ombudsman Service. Their contact details are:

Financial Ombudsman Service

Exchange Tower
Harbour Exchange Square
London E14 9SR
0800 023 4567
<https://www.financial-ombudsman.org.uk/>

