Phone 087 428 2705
Oakdene, 10 Ballinderry, Mullingar, Co. Westmeath

Ferris Financial Planning Ltd, trading as the drawer and Ferris Financial Planning …
Complaints Procedure

We aim to provide best-in-class advisory and support service for our clients, but sometimes there will be issues that occur causing you our client to be dissatisfied with the product or service. We will endeavour to resolve any complaint within a timely manner. Any complaint needs to be sent for the attention of Richard Ferris, Oakdene,10 Ballinderry, Mullingar, Co Westmeath. The email address is: Richard@thedrawer.ie

On receipt of a complaint a written acknowledgement of the complaint will sent to you our client not later than 5 working days of the complaint being received by the firm.

- You will be provided with the name of the individual in the firm appointed to deal with your complaint.
- You will be provided with written updates on the progress of the investigation of your complaint every 20 working days.
- Your complaint will be actively investigated, and a comprehensive response is sent to you not later than 40 business days of receipt of the original complaint.
- Where your complaint has not been resolved we will inform you of the anticipated timeframe within which we hope to resolve your complaint, where possible. We will also advise you our client of your right to refer the matter to the Financial Services and Pensions Ombudsman.
- Where your complaint relates to one of the Insurance Company's/Product Producers with whom business has been placed by us on your behalf, we will forward the complaint to the Insurance Company/Product Producer involved. However, we will ensure that the Insurance Company/Product Producer deals with the complaint until a satisfactory conclusion is reached.
- When the complaint has been fully investigated a summary letter will be issued to you within 5 working days of completion of the investigation.
- Where it has not proved possible to resolve your complaint and you remain dissatisfied with the outcome and the firm believes it cannot make any further progress on the matter, we will advise you of this.
- We will advise you that you are entitled to refer your complaint to the Financial Services and Pensions Ombudsman Lincoln House, Lincoln Place, Dublin 2.Tel. 353-1-5677000 info@fspo.ie
- Should you wish to refer your complaint to the Financial Services and Pension's Ombudsman, our Compliance Officer will issue you with a formal 'final response' letter within a maximum time frame of 25 days of receipt of official notification of the request.