

# 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  
Riverside House  
The Waterfront  
Newcastle upon Tyne  
NE15 8NY

Email: [QFPcomplaints@quilter.com](mailto: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))