

# 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  
Sunderland  
SR43 4JR

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)