

Our complaints procedure



Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

[spw.com](https://www.spw.com)

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Introduction

Schroders Personal Wealth (ACD) takes great pride in the service and care it provides to investors and is naturally disappointed when an investor has cause to complain.

Whenever a complaint is made, we will aim to investigate the matter as quickly as possible. Most problems can generally be resolved within a few hours.

Who to contact if you have a complaint

If there is any aspect of our service with which you are not satisfied, please contact:

Schroders Personal Wealth (ACD), PO Box 13482, Chelmsford, CM99 2GN

Telephone: +44 (0) 344 822 8910
E-mail: spw@uk.sscinc.com
Facsimile: +44 (0) 203 365 6701

How we will deal with your complaint

- Your complaint will be dealt with by our Complaints Department, who will investigate your complaint competently, diligently and impartially.
- We will provide a prompt written acknowledgement to you, which will tell you who is dealing with your complaint. We may be able to respond fully to your complaint at this time.
- To allow us to handle your complaint effectively, we may have to ask for further information from you. If this is necessary, we will contact you.
- When we have assessed your complaint, we will send to you our **Final Response Letter**
- Where it is necessary for us to do so, we will explain the steps we have taken or propose to take to put matters right.
- If, eight weeks after receiving your complaint, we have not issued our Final Response Letter, we will write to you again to explain the reason for the delay and to explain when you should expect to receive our final response.

Taking your complaint further

Schroders Personal Wealth (ACD) is covered by the Financial Ombudsman Service.

If, after receiving our final response, you remain dissatisfied, or if you have not received a final response within eight weeks of receipt of your complaint by us, you can refer your complaint to the Financial Ombudsman Service.

With our final response, we will provide a copy of the Financial Ombudsman Service's leaflet; *want to take your complaint further?* We will also provide a copy of the Financial Ombudsman Service's leaflet if we are unable to resolve your complaint by the end of the eighth week following receipt of your complaint.

The Financial Ombudsman Service can be contacted at:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Email:

complaint.info@financial-ombudsman.org.uk

Telephone:

0800 023 4567 or 020 7964 0500 if outside the UK



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Calls may be monitored and recorded and call costs may vary depending on your service provider.

Schroders Personal Wealth (ACD) is a trading name of Scottish Widows Schroder Personal Wealth (ACD) Limited. Registered in England and Wales No. 11722973. Authorised and regulated by the Financial Conduct Authority number 834833.

Registered Office: 25 Gresham Street, London EC2V 7HN. Eligible investments with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.

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