

Our Complaints Handling Approach

Lucas Fettes & Partners (Financial Services) Limited is committed to providing exceptional customer service. However, we understand that occasionally situations may arise that give cause for concern and we are committed to investigating these to resolve matters quickly and efficiently where we can.

If you wish to make a complaint, please call 01603 706820 or email info@lffp.co.uk. Alternatively, if you wish to write your complaint, please send it to:

Lucas Fettes
Lakeside 500,
Old Chapel Way,
Broadland Business Park,
Norwich,
NR7 0WG

The Financial Ombudsman Service is available to assist in resolving individual complaints that clients and financial services businesses have been unable to resolve themselves. To contact the Financial Ombudsman Service please visit <http://www.financial-ombudsman.org.uk/>.

We are committed to continually improving our service for our clients and would therefore welcome any feedback or comments for improvement that you may have concerning your experience with us. Should you wish to do so please contact us using the details provided.