

**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: 0191 241 0700

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))