

# Complaints Resolution Process



## If you are dissatisfied with our service

If you are dissatisfied with any aspect of your interaction with Hampden & Co, please let us know as soon as possible.

You can complain to us face-to-face, in writing, by telephone or by email.

We hope that you will be able to speak to your Private Banker in the first instance and that we will be able to resolve things quickly, and to your satisfaction.

If you wish to write, telephone or e-mail the Bank directly, our contact details are shown below. To help investigate your complaint, it will be helpful if you could provide the following information:

- Your name and address
- As much information on your complaint that you feel you can give
- Anything you feel would help resolve the problem

Hampden & Co plc  
9 Charlotte Square  
Edinburgh  
EH2 4DR

Telephone: 0131 226 7300

e-mail: [jeremy.vaughan@hampdenandco.com](mailto:jeremy.vaughan@hampdenandco.com)

Hampden & Co plc  
Third Floor, 36 Dover Street  
London  
W1S 4NH

Telephone: 020 3841 9922

e-mail: [jeremy.vaughan@hampdenandco.com](mailto:jeremy.vaughan@hampdenandco.com)

## What we will do

We will do all we can to resolve your complaint on the same day.

- All complaints will receive an acknowledgement in writing –
  - If the complaint is resolved within 5 banking days the acknowledgement will also include our final response comments.
  - If we cannot resolve your complaint within 5 banking days the acknowledgement will also include an update and let you know when you can expect a full response.
- When we have considered all aspects of your complaint, (we may call you for further details) we will issue a final response.
- The Financial Conduct Authority (FCA) allow 8 weeks for the Bank to resolve complaints but we will aim to do so much sooner. For payment related complaints this period is reduced to 15 banking days. In exceptional circumstances this can be extended to 35 banking days and we will advise you if we need this extended period.

## If you are still not happy

Hampden & Co is a member of the Financial Ombudsman Service, which offers an independent review service in a dispute. If you are still not happy with the final proposal or answer(s) we have given, you can ask the Financial Ombudsman Service to review your complaint. This service is free.

Whilst we welcome the opportunity to investigate complaints in the first instance, the Financial Ombudsman Service is, in certain circumstances, able to consider complaints that are made directly to them. Their contact details are below.

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)