



COMPLAINTS POLICY

FOR VINCO WEALTH MANAGEMENT LIMITED

If you have any complaints related to Vinco Wealth Management Ltd's performance, you should direct that complaint to Vinco Wealth Management, who will investigate the nature of the complaint in accordance with our complaints handling procedure.

All complaints should be directed in the first instance to Mark Vincent, Compliance Officer of Vinco Wealth Management, using any of the following contact details:

Mark Vincent
Vinco Wealth Management
County House
St. Mary's Street
Worcester WR1 1HB

Email: mark.vincent@vincowealth.co.uk

Telephone: 020 7412 8907

Please note: complaints can be made verbally or in writing.

We will endeavour to resolve your complaint as quickly as possible, but in any event we will acknowledge receipt of your letter within five business days. The acknowledgement will include a full copy of our internal complaints handling procedure. Upon resolution of your complaint, we will send you a final response letter, which sets out the nature of that resolution and any applicable remedy. If, for any reason, you are dissatisfied with our final response, please note that you are entitled to refer your complaint to the Financial Ombudsman Service. A leaflet detailing the procedure will be provided in our final response