



# COMPLAINTS POLICY

## FOR VINCO WEALTH MANAGEMENT LIMITED - 2019

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: [compliance@vincowealth.co.uk](mailto:compliance@vincowealth.co.uk)

Telephone: **0207 412 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 or any delays in responding, you have the option of referring your complaint to the Financial Ombudsman Service.

Their details are as follows: -

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

**T: 0800 023 4567**

Exchange Tower  
Harbour Exchange  
London  
E14 9SR