

COMPLAINTS POLICY

VINCO WEALTH MANAGEMENT LTD Version - 2021

Complaints regarding the performance of Vinco Wealth Management Ltd should be addressed to the Compliance Officer at Vinco Wealth Management Ltd.

Contact details:

Mark Vincent
Compliance Officer
Vinco Wealth Management Ltd
26 Grosvenor Street
London
W1K 4QW

Email: **compliance@vincowealth.co.uk**

Telephone: **0207 412 8907**

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

The nature of the complaint will be investigated in accordance with the current complaints handling procedure.

We will endeavor 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.

The Financial Ombudsman Service contact details are as follows:

Telephone: **0800 023 4567**

Email: **complaint.info@financial-ombudsman.org.uk**

Web: **www.financial-ombudsman.org.uk**

Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London
E14 9SR