

## **Cabot Financial (Ireland) Ltd. - Complaints Procedure Leaflet**

**We are in receipt of your complaint, and we will deal with it promptly, effectively and in a positive manner**

1) We will acknowledge your complaint within 5 business days of receipt of your complaint.

2) We will investigate your complaint and endeavour to send a final response to you within 20 business days of receipt of your complaint. If we are unable to provide you with a final response within this timeframe, we will send you an update.

3) We will endeavour to send a final response to you within 40 business days of receipt of your complaint. If we are unable to provide you with a final response within this timeframe, we will write to you explaining why and advise you when you can expect a final response.

4) If more than 40 business days from the date of your complaint has passed and you have not received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Services and Pensions Ombudsman  
Lincoln House  
Lincoln Place,  
Dublin 2,  
D02 VH29.

Tel: 01 5677000

Email: [info@fspo.ie](mailto:info@fspo.ie)

Website: [www.fspo.ie](http://www.fspo.ie)

Before making a complaint to the Financial Services and Pensions Ombudsman ('FSCO'), Cabot Financial Ireland should be given the opportunity to resolve your complaint through our complaint handling process. Thereafter you must refer your complaint to the FSCO within a reasonable timeframe.