



Complaints policy

Bespoke Trustees Limited aims to provide the highest quality service to our clients. However, there may be occasion where you wish to make a complaint.

It is the policy of Bespoke Trustees Limited to ensure that:

- client complaints are dealt with fairly and timely and that problems are resolved as quickly as possible with minimum fuss;
- where it is has not been possible to resolve a problem, our client feels that we handled the problem in a courteous, fair, and prompt manner;
- we respond fully to the issues raised and at the same time endeavour to bring the case to a conclusion efficiently and promptly.

How to make a complaint

You can make a complaint by phone, fax, post, email or in person. All complaints should be made and addressed to the Head of Risk and Compliance in the first instance.

Head of Risk and Compliance
Bespoke Trustees Limited
16 Roden Place
Dundalk
County Louth
Ireland
t 0818 432 432
f 042 9357487

What will happen when I make a complaint

The Head of Risk and Compliance will write to you within 5 business days to acknowledge receipt of your complaint and advise you of the point of contact for your complaint.

We will investigate and attempt to resolve your complaint within 20 business days. In any event, you will receive an update from us on the status of your complaint every 20 business days.

If after 40 days the complaint has not been resolved, we will write to advise you when we expect to issue a conclusion.

After 40 days, or after the conclusion has issued, if you are not satisfied with the outcome, you may refer your complaint to the Financial Services and Pensions Ombudsman.

Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin 2
D02 VH29
<https://www.fspo.ie>