

Complaints

If you wish to make a complaint you can do it by either:

1. Filling out the form on our web site.
2. Send an email to complaints@Ceverine.com.
3. Call us on 0800 063 9284.
4. Write to us at: Suite 606, 8 Shepherd Market London W1J 7JY.

We will acknowledge your complaint and provide you with a unique reference code. We will aim to resolve your complaint within three business days. If we are unable to then:

1. We will keep you informed of progress.
2. We will provide you with a final response within 8 weeks.
3. The response will include a copy of the Financial Ombudsman Service (FOS) explanatory leaflet.
4. We will inform you that if you remain dissatisfied with our final response you have the right to refer the complaint to the Financial Ombudsman Service (FOS) within 6 months of our final response.

More information about the FOS can be found here: www.financial-ombudsman.org.uk .

A copy of the FOS explanatory leaflet can be found here: [Leaflet](#)