

## Earley Consulting Complaints Charter

At Earley Consulting, we are committed to providing high quality service to all our clients. Therefore, it is our responsibility to deal with complaints fairly, consistently and promptly. If you are dissatisfied with any aspect of service you have received from us, we would like to hear from you to make things right.

### How to make a complaint:

If you wish to make a complaint, please contact us at:

**Email:** [info@earleyconsulting.ie](mailto:info@earleyconsulting.ie)

**Phone:** 01 629 2888

**Address:** Paul Earley Financial Planning Ltd trading as Earley Consulting, Distillery Lane, Mill Street, Maynooth, Co. Kildare, W23 X8Y6.

You can make a complaint in person, by phone, email or in writing.

### What Happens Next:

- We will try our best to solve the issue immediately upon receipt of your complaint.
- If this is not possible, we will send an acknowledgement letter within five business days, confirming that our complaints procedure has been activated, and identifying the handler of your complaint.
- We will keep you informed of the progress of your complaint. If it has not been resolved within 20 business days we will write to you with an update on the status.
- We will aim to resolve the complaint fully within 40 business days. However, certain circumstances may require a more thorough investigation. If the problem is not resolved within this time period, we will issue you a Final Response Letter – explaining our current position and the steps we have taken.
- If you are not satisfied with our response, you may have the right to refer the matter to the Financial Services & Pensions Ombudsman.

### Financial Services & Pensions Ombudsman (FSPO):

- If you are dissatisfied with the outcome of your complaint, or you have not received a Final Response Letter within 40 days, you may be entitled to refer your complaint to the FSPO.
- The FSPO is an independent and impartial statutory body whose aim is to resolve disputes between consumers and their financial or pension service providers.
- This service is free of charge for complainants.

## How to contact the FSPO

### **Financial Services & Pensions Ombudsman**

Lincoln House, Lincoln Pl, Dublin 2, D02 VH29

**Phone:** 01 567 7000

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

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