

In the first instance all complaints should be directed to your regular SP Angel contact. However, you are free at any time to address your complaint to our Compliance Officer at Prince Frederick House, 35-39 Maddox Street, London, W1S 2PP. Complaints can also be made by email to compliance@spangel.co.uk

We will endeavour to resolve your complaint as quickly as possible, but in any event, will acknowledge receipt of your letter or email within five business days. 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, please note that you may be entitled to refer your complaint to the Financial Ombudsman Service. You may also have the right to complain to the Financial Ombudsman Service directly and in the first instance. The Financial Ombudsman Service can be contacted at its address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR, its website: www.financial-ombudsman.org.uk, and/or by phone at 0800 023 4567 or 0300 123 9123.