



SOUTHWOOD
FINANCIAL PLANNING CC

- Suite B, Block K, The Terraces, Steenberg Office Park, Silvertree Close, Tokai, 7945
- PostNet Suite 221, Private Bag X26, Tokai, 7966
- Tel 021 701 1161 Fax 0866 149 299 Email lisahp@southwood.co.za www.southwood.co.za

Authorised Financial Services Provider (FSP licence number 13566)

COMPLAINTS POLICY

At Southwood Financial Planning each of our clients are important to us and we believe you have the right to a fair, swift and courteous service at all times.

In the event that you are dissatisfied with any aspect of our financial planning service, please contact us directly first. We are committed to putting things right and will go to great lengths to do so. In addition, constructive criticism is important for us to keep improving our client service. If we don't know about a problem, we cannot fix it.

If you should wish to pursue the complaint more formally, address it in writing to:

Lisa Hudson-Peacock
Southwood Financial Planning
Postnet Suite 221
Private Bag X26
Tokai
7945

Once we are in receipt of your written complaint we will deal with it promptly, effectively and in a positive manner, within the time periods set out by legislation.

Our Complaints Procedure document is available to all clients upon request.

If you remain dissatisfied with our response, you have the right to take your complaint to the Financial Advisory and Intermediary Services Act (FAIS) ombud.

The contact details of the FAIS ombudsman are provided below:

Customer Contact Division
The FAIS Ombud
PO Box 74571
Lynwood Ridge
0040

Telephone: +27 0860 066 3247 **Email:** info@faisombud.co.za **Website:** www.faisombud.co.za