

Complaints Procedure

As an Appointed Representative of New Leaf Distribution Limited, we aim to provide you with a high standard of service. If you are unhappy with any aspect of our service, please let us know.

- *Email: complaints@newleafgroup.co.uk*
- *Write to: New Leaf Distribution Ltd, 165 - 167 High Street, Rayleigh, Essex SS6 7QA*
- *Call: 01702 431130*

We will acknowledge your complaint promptly and aim to resolve it within 8 weeks.

If you remain dissatisfied, you have the right to refer your complaint to the Financial Ombudsman Service (FOS):

- *Website: www.financial-ombudsman.org.uk*
- *Phone: 0800 023 4567*
- *Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR*