



CLACK & ASSOCIATES CC
Professional Independent Wealth & Financial Advisors

COMPLAINTS PROCEDURE POLICY

At Clack & Associates CC, we believe that our clients are our most valuable asset and we pride ourselves in always delivering a high standard of service.

If at any stage you feel dissatisfied with the financial planning service that we provide to you, please **contact us directly first**. Any complaints received will be dealt with timeously. It will be of utmost importance to us to resolve any complaints we receive and we will do all we can to prevent it escalating further.

Should you wish to pursue a complaint against a key individual or representative of Clack & Associates, you should address the complaint in writing to us at:

- **Email:** etienne@clack.co.za

When a written complaint is received, it will be dealt with professionally and within the time frame set out by the legislation.

Should you want a copy of the Complaints Procedure document, it is available upon request to all clients.

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial advisor.

FAIS Ombud contact details:

- **Postal Address:** FAIS Ombud
P.O. Box 74571
Lynwood Ridge
0040
- **Telephone:** 012 762 5000 / 0860 663 274
- **Email:** info@faisombud.co.za
- **Website:** www.faisombud.co.za