

LANCASTER

GUERNSEY

**SUMMARY OF
COMPLAINTS
HANDLING
PROCEDURE**



Lancaster Guernsey takes complaints extremely seriously and implements the Channel Islands Financial Ombudsman (“CIFO”) Model complaint-handling procedure. This is the Model complaint-handling procedure for financial services providers, published by the CIFO and available at <https://www.cifo.org/>. Please note that not all Lancaster Guernsey’s clients may be eligible to refer a complaint to the CIFO.

Summary of Complaint Handling Procedure:

- A complaint may be made in person, via telephone, email or letter.
- Your complaint will be assessed, so far as possible, by a Director who has knowledge of your case however, depending on the nature of your complaint, an independent Director may be appointed.

Unless:

- by the end of the third business day following the business day on which your complaint was received, you have confirmed (orally or in writing) that the complaint has been resolved to your satisfaction.

Lancaster Guernsey will:-

- Acknowledge your complaint in writing within 72 hours of receiving the complaint and you will be provided with a summary of our complaints handling procedure by the same means in which the acknowledgment is sent (i.e. letter, email or telephone) (a copy of which is also available on Lancaster Guernsey’s website) which will give an indication of the expected time frame to investigate your complaint depending on the severity and nature of the complaint.
- Add your complaint to the complaints register within 24 hours of receipt.
- Aim to keep you informed in the progress of your complaint, except where this conflicts with or is prohibited under another law.
- Consider if your complaint is deemed as significant or non-significant under The Fiduciary Laws, as defined within the Lancaster Guernsey Terms of Business. Definition of a significant complaint is as follows: “significant complaint” means a complaint alleging a breach of the Law, mala fides, malpractice or impropriety, or repetition or recurrence of a matter previously complained of (whether significant or otherwise).
- Consider notification to its Regulator, (the Guernsey Financial Services Commission). Lancaster Guernsey is obliged to notify its Regulator of any significant complaints within 14 days of becoming aware of a significant complaint. Any non-significant complaint that remains unsettled for longer than three months, must also be notified by Lancaster Guernsey to its Regulator.
- Provide you with a full response to the complaint within eight (8) weeks from receipt of the first complaint and in any event within three (3) months from receipt of the first complaint, if extra time is required contact will be made with you to advise you of the reason.
- Lancaster Guernsey aims to resolve all complaints within 8 weeks of receipt.

Any final response sent will:-

- accept your complaint and offer any appropriate redress and/or remedy; or
- offer redress and/or remedy without accepting your complaint; or
- reject your complaint and give clear reasons for doing so.

The final response will also tell/remind you that if you remain dissatisfied, you:

- can refer the complaint to the CIFO;
- must refer the complaint to the CIFO within 6 months of the final response, giving the date the 6 months expires; and

- must do so within 6 years of the event complained about or (if later) 2 years of when you could reasonably have been expected to become aware that you had a reason to complain.

Approach

- Where a substantive response has been given by Lancaster Guernsey in relation to the complaint or significant complaint and unless the complainant has indicated that the response is unsatisfactory, then Lancaster Guernsey is entitled to treat the complaint as settled and resolved after the expiry of 4 weeks from the date of its response.

Lancaster Guernsey will consider a complaint as closed in any of these circumstances:

- after an offer of redress or remedy has been made, accepted and put into effect;

Or

- after a final response has been sent rejecting the complaint and 6 months have passed without the complaint being referred to CIFO;
- Where a substantive response has been given by Lancaster Guernsey in relation to the complaint or significant complaint and unless the complainant has indicated that the response is unsatisfactory, then Lancaster Guernsey is entitled to treat the complaint as settled and resolved after the expiry of 4 weeks from the date of its response.

When Lancaster Guernsey deems the complaint as resolved, communication will be made to the complainant to advise them that Lancaster Guernsey has now considered the complaint as closed.

You may also inform the Guernsey Financial Services Commission directly of your complaint, including in the event that your complaint has not been resolved within the prescribed period.

The contact details for the Guernsey Financial Services Commission are as follows: -

The Guernsey Financial Services Commission
PO Box 128
Glategny Court
Glategny Esplanade
St Peter Port
Guernsey
GY1 3HQ
Telephone: +44 1481 712706
Website: www.gfsc.gg

The contact details for the CIFO are:

Channel Islands Financial Ombudsman (CIFO)
PO Box 114
Jersey
Channel Islands
JE4 9QG
Email: enquiries@ci-fo.org
Website: www.ci-fo.org
Telephone: +44 1481 722218