

Handling complaints at Veridian

We believe that putting our clients first is key to building a successful business. At Veridian Ventures we are committed to delivering exceptional customer service.

We understand that, from time to time, things may go wrong. We think good businesses listen to their customers and fix what's gone wrong. If you've got a complaint, please let us know so we can change things for the better:

Making a complaint

Our Compliance team independently reviews all complaints. If you would like to make a complaint, please contact:

Email us: complaints@veridianventures.co.uk

Write to us: Compliance Officer, Veridian Ventures LLP, 1 Charterhouse Mews, London EC1M 6BB

Our complaints process

We are committed to resolving customer concerns quickly and fairly. If we can resolve things immediately and to your satisfaction, we will send you a letter of confirmation called a 'Summary Resolution Communication' within 3 business days.

If your concern is of a more complex nature and we need to investigate the matter further, it can take longer. Where this is the case, we will send you an acknowledgement letter within 5 working days. This letter will outline what happens next and when you can expect to hear from us again.

We aim to resolve all complaints within 8 weeks, including providing a full written final response. If, after 8 weeks, we are unable to resolve your complaint, we will contact you with an update, explaining the delay and outlining when we might reasonably be able to provide you with a final response.

If you continue to be unhappy

If you are unhappy with our final response you can refer the matter to the Financial Ombudsman Service – a free, independent service, which looks impartially at complaints in order to resolve disputes between customers and businesses.

Contacting the Financial Ombudsman Service

- Post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Email: complaint@financial-ombudsman.org.uk
- Call: 0800 023 4567
- Website: www.financial-ombudsman.org.uk