

CG Asset Management

Complaints Procedure

NOVEMBER 2023



Complaints Procedure

We acknowledge that things do not always go as perfectly as we planned. If you have a complaint we would like to know about it so that we can change things for the better.

Phone: +44 (0)20 3906 1633
Email: info@cgasset.com
Write to: The Chief Executive Officer
CG Asset Management Ltd.
20 King Street
London EC2V 8EG

The Complaints Process

We will acknowledge your complaint upon receipt and we will investigate it. If we have done something wrong we will apologise and correct the situation. We will keep you informed of the progress of your complaint and we will inform you once it has been resolved.

The Financial Ombudsman Service (“FOS”)

If we do not provide you with a final response within eight weeks from the date we received your complaint, or if you do not agree or are dissatisfied with the outcome of our response, you have the right to refer your complaint to the Financial Ombudsman Service, which is an independent dispute resolution service. They can give you more information about the types of complaint they can help with.

Phone: 0800 023 4567 , or
0300 123 9123 (call charges may vary)
Email: complaint.info@financial-ombudsman.org.uk
Write to: The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR
Website: www.financial-ombudsman.org.uk
