

Complaints policy

Version History			
Version	Approval date	Author	Comments
1.1	June 2024 Compliance	Trevor Forbes	-Form amended in accordance with wording from Consumer Protection Code -Limited clarification of wording

Complaints procedure – Information for clients

BCWM is committed to acting in the best interests of customers and to treat them fairly and professionally. However, we realise there could be times when you may want to make a complaint. We will do our best to resolve all complaints as satisfactorily and as quickly as possible.

How can you make a complaint?

You can make a complaint by phone, fax, email, post or in person. All complaints should be made and addressed in the first instance to the Directors of BCWM.

Contact details:

BCWM plc 3 Upper Mount Street Dublin D02 F407	TEL: + 353 1 9060250 FAX: + 353 1 9060280 EMAIL: clientservices@bcwm.ie
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Internal Procedure

BCWM will issue an initial acknowledgement letter to you within five business days of the complaint being received and will provide you with a point of contact to liaise with regarding your complaint.

BCWM will investigate the complaint in a prompt manner and will attempt to resolve the complaint within 20 working days. If not resolved within this time period, we will send you a progress letter. Subsequent progress letters will be sent every 20 working days until we deem the complaint to be resolved. We will aim to resolve the complaint within 40 working days and if not resolved within this timeframe, we will inform you of the anticipated timeframe within which we hope to resolve the complaint.

If the complaint is not resolved within 40 working days, or if you are not satisfied with the outcome of your complaint, you may refer your complaint to the Financial Services Ombudsman or Pensions Ombudsman.

Financial Services & Pensions Ombudsman Lincoln House Lincoln Place, Dublin D02 VH29 + 353 1 567 7000 info@fspo.ie https://www.fspo.ie/

13-Jun-24

Directors: Brian Conroy Gerard McHugh Noreen O'Shea Andrew Whitty

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