

COMPLAINTS PROCEDURE

Complaints by letter

All complaints by letter should be sent to the company's head office below and marked for the attention of the Compliance Officer.

MAG Rotherham
Carr House
Greasbrough Road
Rotherham
S61 4QQ

Complaints by email

All complaints by email should be marked for the attention of the Compliance Officer's and sent to info@mag.co.uk

Complaints received by telephone

All complaints received by telephone to **01709 919400** will be handled with courtesy.

Complaints that are received and resolved by the end of the next business day are not reportable to the FCA.

If a complaint remains unresolved by the end of the next working day, an acknowledgement will be sent to you by email or letter, notifying you who the investigating officer is, the position of that person and outline the internal complaints procedure.

A written statement providing the findings will be sent to you within 4 weeks of date of receipt of complaint, where the complaint is more complex, an explanatory holding response will be sent advising that additional time is required to investigate the complaint. The Investigating Officer will provide a final response within 8 weeks or a further explanatory letter advising of the details for the further delay.

If you are not satisfied with the delay you are entitled to contact the Financial Ombudsman Service (FOS):

Email complaint.info@financial-ombudsman.org.uk

Telephone 0800 023 4 567 or 0300 123 9 123

Postal Address: *The Financial Ombudsman Service, Exchange Tower, London, E14 9SR*

Once the complaint has been investigated to a standard the Firm is satisfied with, the findings will be reported back to you and the response retained.

The final response letter sent to you will give the address and other contact details of the FOS, so that in the event that you are unsatisfied with the resolution of the complaint you have the opportunity to pursue the complaint via the FOS scheme within six months of the date of the final email received from the Firm.

For further information on the FOS please see: <http://www.financialombudsman.org.uk/>

Note: The Ombudsman will not consider a case which has not first been referred to the Firm in the first instance.