

Financial Planning Complaints Procedure

Overview:

This procedure is operated by *ifac* Financial Planning in relation to its financial services provided under the Consumer Protection Code 2025.

Our objectives:

- To respond to complaints in a courteous, timely and fair manner.
- To endeavour to address the specific issues raised by our clients and, where appropriate, update our procedures to avoid re-occurrence of problems.
- Endeavour to achieve a situation where our client feels we have addressed the complaint, but if he/she remains dissatisfied with the outcome of our efforts, to ensure that he/she is notified of the right to refer the matter to the Financial Services and Pensions Ombudsman (FSPO).
- We will attempt to investigate and resolve the complaint within 40 business days of having received the complaint; where the 40 business days has elapsed and the complaint is not resolved, the complainant will be informed of the anticipated timeframe within which we hope to resolve the complaint and that the complainant can refer the matter to the Ombudsman and the contact details of such Ombudsman will be provided.

Guide to making a complaint:

Complaints can be received via email, by post, phone or in a face-to-face meeting. If via phone or in a face-to-face meeting, the client will be asked to put the complaint in writing in order allow us to fully understand their concerns.

Via Post *Ifac* Financial Planning, Danville Business Park, Ring Road, Danville, Kilkenny

Via Phone 056 7725345 - Our phone lines are open Monday to Friday 9am to 5pm.

Via Email Info@ifacfs.ie

All complaints will be acknowledged via email as soon as possible (ideally within the same day) or via post. We will also give you an expected time frame as to when you can expect to receive a response to the issues you have raised. If you have any questions while your complaint is being investigated, please do not hesitate to contact our team.

Should you be unhappy with the outcome of our investigation you can refer the matter to the Financial Services and Pensions Ombudsman (FSPO) at

Lincoln House, Lincoln Place, Dublin, D02 VH29

Tel: (01) 567 7000

Email: info@fspoi.ie