



Sherry FitzGerald Financial Services

Client Complaints Procedure

This Complaints procedure is operated by Sherry FitzGerald Financial Services in relation to its financial services provided under the Consumer Protection Code 2025.

A complaint is any expression of dissatisfaction made by or on behalf of a consumer relating to the provision of, or failure to provide, a financial service.

Our Complaints Procedure

We continually strive to provide the best possible service to our clients. If you have a complaint on any aspect of our service, we commit to:

- Dealing with your complaint fairly and in a timely manner
- Resolving the issue as quickly as possible with minimum fuss
- Treating you with respect and ensuring that you are dealt with in a courteous, fair and prompt manner

Submitting a Complaint

We accept complaints submitted in writing, either by post or electronically. Complaints may be made through the following methods:

- **By post:** Mr Shane Quinlan, Managing Director, Sherry FitzGerald Financial Services, Unit 3 Boyne House, Custom House Square, IFSC, Dublin 1
- **By email:** complaints@sherryfitz.ie

Verbal Complaints

If we receive a complaint verbally, the complaint will be handled in line with our complaints process and does not need to be submitted in writing unless the complainant chooses to do so.

Support for Consumers in Vulnerable Circumstances

We are committed to ensuring that our complaints process is accessible to all consumers. If you are a consumer in vulnerable circumstances, or require additional support to make a complaint, please let us know. We will take reasonable steps to support you, which may include providing information in

alternative formats, allowing additional time, or enabling you to appoint a representative to act on your behalf.

Acknowledgement

Complaints submitted by post or email will be acknowledged in writing within **5 working days** of receipt.

Our acknowledgement will include:

- a copy of this procedure
- confirmation that you may refer your complaint to the Financial Services and Pensions Ombudsman (FSPO) where our internal complaints handling process has been exhausted or where 40 working days have elapsed.

Progress Updates

We will provide written progress updates on the investigation at intervals of no greater than **20 working days** from the date your complaint is received until it is resolved or our procedures are exhausted.

Complaint Resolution

We aim to investigate and resolve your complaint within **40 working days**. If your complaint is not resolved within that period, we will inform you of the anticipated timeframe to resolution and remind you that you may refer the matter to the FSPO where our internal complaints handling process has been exhausted or where 40 working days have elapsed, including the FSPO's contact details.

Final Response

Within **5 working days** of concluding our investigation, we will write to you with:

- our decision, including the reasons for that decision.
- where applicable, the terms of any offer or settlement and
- information on your right to refer the matter to the FSPO, now that our internal complaints handling process has been exhausted, with FSPO contact details.

This letter will constitute our final response and confirms that our internal complaints handling process has been exhausted.

If You Remain Dissatisfied

If you are not satisfied with the outcome and we cannot progress the matter further, we will immediately write to you to advise you of your right to refer the dispute to the FSPO, where our internal complaints handling process has been exhausted including the FSPO's contact details.

Record-Keeping & Retention

We will establish and maintain a complaints file for each complaint and will retain all complaint records for a minimum of seven years.

Senior Management Review & Continuous Improvement

A senior manager will review each complaint file before conclusion to identify any procedural improvements to prevent recurrence. Relevant updates will be promptly communicated to staff and incorporated into our procedures.

Financial Services and Pensions Ombudsman (FSPO) – Contact Details

- **Address:** Lincoln House, Lincoln Place, Dublin 2, D02 VH29
- **Phone:** +353 1 567 7000
- **Email:** info@fspo.ie
- **Website:** <https://www.fspo.ie>