

Complaints Procedure

The following complaints procedure is made available to every customer upon request, it is published on our website.

We define a complaint as 'an expression of dissatisfaction whether oral or written and whether justified or not, from or on behalf of an eligible complainant about a firm's provision of or failure to provide, a financial services activity or a redress determination, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience'.

We allow complaints to be made by any reasonable means and recognise that all complaints require a resolution.

We have adopted a complaints handling policy and have complaints handling procedures in place.

We allow a complaint to be made by any reasonable means with the inclusion of:

complaints by post

by telephone

via e-mail

Complaints can be made via the following channels:

Email: admin@firstnovacapital.co.uk

Phone: 0207 965 7355

Address: First Nova Capital Limited, 166 York Road Market Weighton York YO43 3EF

A review of our complaints register will be undertaken on a frequent, periodic basis. Where required, this will also be done on an ad hoc basis.

We will send you a prompt written acknowledgement to your complaint. We expect this to be within 10 working days of your complaint.

A final response will then be issued within the 8 weeks. The content of the final response will include the details of the investigation as well as detailing remedial action where applicable.