Reeves Financial Services

Complaint Handling Procedure

UPDATED: June 2026

REEVES
FINANCIAL SERVICES
Park View House, Benton, Newcastle Upon Tyne, NE7 7TZ
info@reevesfs.com
0800 0584 315

Dealing with your complaint

This is the complaint handling procedure for Reeves Financial Services. Our contact point for complaints is Gareth Davies.

We take care to maintain high standards of service. If we are aware of client concerns or unease we give priority to resolving the matter as quickly as possible. To assist with this process we have prepared procedures to ensure that complaints are handled fairly and within reasonable timescales.

These procedures are as follows:

Acknowledgement of Complaint

Upon receipt of a complaint, we will do all we can to resolve your concerns within three business days and confirm this to you in writing.

If we are unable to resolve your concerns within three business days, we will write to you within five business days to acknowledge your complaint and to let you know when we expect to be able to issue a full response.

A senior person who, where possible, is independent of the case will investigate the complaint. You will begiven their name and contact details.

When acknowledging your complaint, especially in the case of an oral complaint, we will set out the nature of the complaint and may request further clarification if necessary. Your complaint will be investigated using our files together with reports from other parties if relevant. We may also write to you if further information is required. We will keep you informed of the progress of the complaint investigation.

After Eight Weeks

If a final response letter has not already been sent to you, you will receive:

- A final response letter detailing our conclusions and resolution to the complaint. This letter will also confirm that if you remain dissatisfied with our final response that you may refer your complaint to the Financial Ombudsman Service within six months of the date of our final response letter, otherwise you would lose this referral right. A copy of the Financial Ombudsman Service leaflet 'Want to take your complaint further?' will be enclosed, if not already supplied. You may also be able to take civil action.

OR

- A response that we are still not in a position to make a final response, giving the reasons for the further delay and indicating when we expect to be able to provide a final response. We will also inform you that you may refer your complaint to the Financial Ombudsman Service if you are dissatisfied with the delay. A copy of the Financial Ombudsman Service leaflet 'Want to take your complaint further?' will be enclosed, if not already supplied.

Dealing with your complaint

The Financial Ombudsman Service can be contacted at:

- The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- 0800 0234 567
- www.financial-ombudsman.org.uk

Please bear in mind that if your complaint involves information from third parties some delays could be beyond our control. We will however, pursue information on a regular basis.

Where your complaint relates to the administration or management of an occupational or personal pension, we may also be able to refer your complaint to the The Pensions Ombudsman in addition to the Financial Ombudsman Service. Where appropriate, we will provide you with the relevant contact details.

In the event that we receive a complaint that is not about us or our services, and assuming that we can identify the firm to whom the complaint should be addressed, we will carry out the following action:

- We will write to the firm concerned, explaining that we believe the complaint to be theirs, and suggesting that they contact you, the client, directly.
- We will enclose a copy of the original complaint letter.
- We will write to you, the client, giving contact details of the firm, and invite you to get in touch with them.
- We will also enclose a copy of the letter we send to the firm (we will copy the new firm in on this letter as well)

Data Protection Complaints

Under the **Data (Use & Access) Act 2025 (DUAA)** you have right to complain directly to us about how we handle your personal data. Data protection complaints are managed alongside our general complaints procedure.

Scope of a Data Protection Complaint

A data protection complaint is any expression of dissatisfaction relating to our processing of your personal data, including how it is collected, used, stored, shared, secured, or retained. We will treat a complaint as a data protection complaint regardless of the channel through which it is received (email, telephone, social media, post, or in-person). We also have an electronic data protection complaints form, which will be supplied to you upon request.

How to Raise a Data Protection Complaint

You can raise a data protection complaint using the contact details published in our website Privacy Policy, by requesting and submitting our electronic complaints form or by contacting our Data Protection Officer, who is Mark Blakelock and can be contacted at: mark.blakelock@reevesifa.com

Address: Reeves Independent, National Advice Centre, 2nd Floor, Park View House, Front Street, Benton, Newcastle Upon Tyne, NE7 7TZ

How We Handle Data Protection Complaints

When we receive a data protection complaint, we will:

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- **Acknowledge the complaint within 30 days**, as required by the DUAA
- **Record the complaint** in our Data Protection Complaints Register
- **Investigate the issues raised**, including reviewing relevant systems, records, and internal processes
- **Request further information** from you, if needed
- **Provide a clear and reasoned response** as soon as possible and without undue delay
- **Explain the outcome**, including whether your complaint is upheld, partially upheld or not upheld
- **Inform you of your right to escalate the matter to the Information Commissioner's Office (ICO),** if you remain dissatisfied

Relationship with Our General Complaints Procedure

Data protection complaints are handled under this dedicated process because they relate to statutory rights under the DUAA, UK GDPR, and the Data Protection Act 2018. Where a complaint includes both service-related issues and data protection concerns, we will manage the complaint under our standard complaints procedure.

Interaction with Your Data Subject Rights Requests

If a complaint also includes a request to exercise a data protection right (e.g., access, rectification, erasure, objection), we will process the rights request under the UK GDPR while also handling your complaint under this section.

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