



## Complaints Policy

**VINTAGE WEALTH MANAGEMENT LIMITED**

*Last Updated 2025*



Financial Management  
Independent Financial Advice  
Penn Barn, By the Pond, Elm Road  
Penn, Bucks HP10 8LB  
Tel: 01494 817151  
www.fmifa.com

**Within Vintage complaints are handled by the Compliance Department who will attempt to resolve any issues as quickly and fairly as possible.**

Whilst we aim to minimise complaints, we also recognise that complaints can be good for our business and we can learn from them. We therefore review any trends that emerge, so we can improve our service where needed for the benefit of all our clients.

If you have a complaint, you should contact us using one of the methods below:

Write to **Compliance Department, Vintage Wealth Management**

Fairchild House  
Redbourne Avenue  
Finchley  
London  
N3 2BP

Email [Compliance@vintagewealth.co.uk](mailto:Compliance@vintagewealth.co.uk)

Telephone 020 8371 3111

Your complaint will be handled in accordance with our internal procedures and the Financial Conduct Authority rules governing complaints. A copy of our complaints procedure will be sent to you with our acknowledgement letter.

Following our acknowledgement of your complaint, it may become apparent that your concerns relate to another firm. If that is the case, we will write to you and inform you that your complaint has been passed on to the other firm. When we do so, we will inform you of the contact details of the person at the other firm to whom your complaint has been referred.

If you are not satisfied with our response, issued to you following completion of our investigation, you are likely to have the right to refer your complaint to the Financial Ombudsman Service (FOS). We will provide full details of FOS and your rights when we respond to your complaint. Please note however, that the FOS will not look at your complaint until it has been raised with us and we have had a reasonable time to respond.

Their contact details are below if you wish to find out more about their service:

Write to **Financial Ombudsman Service**

Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone From the UK: 0300 123 9 123  
From abroad: +44 20 7964 0500

Website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)