

We pride ourselves on our service & standards and hope that you never feel the need to complain, however we understand that there may be times where you are unhappy and we will do our best to rectify this.

Below is our complaints procedure:

If you wish to register a complaint, please write to

Charlotte Baker
Balanced Financial Services Ltd
14 Draper Way, Norwich,
Norfolk, NR5 9NA

or telephone **01603 961618 / 07824 695852**

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information about the limits applicable to the different product types is available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>