

If you wish to make a complaint you can contact us in a number of ways:

- In person: At your local Uncles Money store
- Freephone: 0800 917 4626
- By email: enquiries@unclesmoney.com
- In writing: Uncles Money, Branston Court, Branston Street, Jewellery Quarter, Birmingham, B18 6BA

We will do our best to resolve complaints within three business days following receipt. However, if we are unable to do this we will:

- Acknowledge your complaint in writing as soon as reasonably practicable assuring you that we have received the complaint and it is being dealt with. We will also include a copy of this procedure.
- Keep you informed of the progress of the complaint.
- Provide you with a final response within 8 weeks of receipt of the complaint.

Where applicable, we will inform you that if you remain dissatisfied with our final response you have the right to refer the complaint to the Financial Ombudsman Service (FOS) within 6 months of our final response.

Further information about the FOS can also be found on their website www.financial-ombudsman.org.uk

You can also submit your complaint online via the [Online Dispute Resolution \(ODR\) platform](#)

View our [privacy policy](#).