OAKTREE PROPERTY FINANCE

Complaint handling procedures for OSL Financial Services and its Appointed Representative firms.

If you would like this document in larger print or in another format, please contact us.

Your right to complain

We always aim to provide a high standard of service. If you are unhappy with any aspect of the service you have received, you have the right to complain. OSL Financial Services Ltd ("OSL") handles all complaints, including those relating to activities carried out by our Appointed Representatives ("ARs"). AR firms do not investigate complaints themselves.

How to contact us - You can contact OSL directly using any of the following methods:

By Phone 01952 459683

By Post 11 Dinthill, Telford, Shropshire, TF3 2DT

By Email info@osl-fs.co.uk

Our offices are open Monday to Friday 9am to 5.30pm (except bank holidays).

What we do when a complaint is received

Our actions will be the same whether your complaint is made in writing or verbally.

We aim to assess any complaint fairly, consistently and promptly.

Where possible, we'll try to resolve your concerns within 3 working days of receiving your complaint.

If we can resolve your complaint within 3 working days, we will:

• Contact you by the end of the third day of receiving your complaint, confirming how we have dealt with it.

If we cannot resolve your complaint within 3 working days, we will:

• Write to you within 5 working days of receiving your complaint.

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• Investigate your complaint further.

• We may need to get a signed letter of authority from you so we can collect certain information from other parties on your behalf.

• We aim to complete our investigation within 8 weeks of receiving your complaint.

• Write to you again when we have completed our investigation, confirming: