

Complaints Procedure operated by Investment Intelligence

Our Commitment to You

At Investment Intelligence, we take customer service seriously and are committed to resolving all complaints as fairly and promptly as possible.

How To Make a Complaint

You can submit a complaint to us through any of the following channels:

Telephone:	(+353) 1 8483351
Email:	info@investmentintelligence.ie
Post:	Unit 13, Burnell Court, Mayne River Street, Northern Cross, Malahide Road, Dublin 17, D17 VK54

How We Will Handle Your Complaint

We will do our best to resolve your complaint immediately. However, if this is not possible, we will:

1. Acknowledge your complaint in writing within 5 working days of receipt and provide the name and contact details of the person who will be handling your complaint.
2. Investigate your complaint and keep you updated in writing on its progress at intervals of not more than 20 working days, starting from the date we receive your complaint.
3. Aim to resolve your complaint within 40 working days of receipt. If we do not meet this deadline, we will write to you to advise the timeframe within which we aim to resolve your complaint and of your right to refer the matter to the Financial Services and Pensions Ombudsman (FSPO).
4. Upon completion of our investigation, send you a written report of our findings and the outcome within 5 working days.

If You Are Not Satisfied

If you are dissatisfied with our response to your complaint or how your complaint has been handled, you are entitled to refer the matter to the Financial Services and Pensions Ombudsman (FSPO):

Telephone: +353 (0)1 567 7000

Email: info@fspo.ie

Post: Financial Services and Pensions Ombudsman, Lincoln House,
Lincoln Place, Dublin 2, D02 VH29.

Website: www.fspo.ie