

Complaints Policy

Aspire Wealth Management's policy is to ensure that any customer complaint is dealt with in a professional and timely manner. Complaints, either written or verbal, will be acknowledged within 5 business days of receipt. While we will accept oral complaints our preference is that complaints be in writing so that there can be no risk of us misinterpreting the complaint. In cases where this will not be possible, an acknowledgement will be issued as soon as possible.

The person nominated to deal with all complaints is Eamon Porter.

The complaint will be fully investigated by the Firm and a full response will be provided within no more than 40 business days after receipt of the complaint. While the investigation of any complaint is ongoing, a regular written update will be provided at intervals of not greater than 20 business days.

The Firm will write to the complainant within 5 days of the completion of the investigation outlining the outcome of the investigation and, if appropriate, explaining the terms of any offer of settlement.

In the event that a client is dissatisfied with the outcome of a complaint, the client is entitled to refer the complaint to the Financial Services and Pensions Ombudsman (FSPO).

The office of the FSPO can be contacted at:

Tele: 01 567 7000

Email: info@fsp.ie

Address: Financial Services and Pensions Ombudsman, Lincoln Place, Dublin 2. D02VH29

Complaints Handling Sequence

1. Complaint (*written or verbal*) is recorded in a complaint log and documented on complainant's file within 1 working day.
2. Acknowledgement letter issued to complainant within 5 business days of receipt of complaint.
3. The complaint is investigated with immediate effect. Should there be a delay with the investigation, we will provide to the complainant a written update of progress in the investigation at intervals of not more than 20 business days.
4. Where the complaint has not been resolved after 40 business days, the firm will inform the complainant of the anticipated timeframe within which it hopes to resolve the complaint and notify the consumer that they can refer the matter to the FSPO at this point.
5. The firm will notify the complainant within 5 business days of the completion of the investigation. The notification will include the following:
 - a. The outcome of the investigation
 - b. Where, applicable, the terms of any offer or settlement being made
 - c. That the consumer can refer the matter to the relevant Ombudsman
 - d. Contact details of the FSPO.
6. Customer file (complainants' file) is updated and maintained in an orderly fashion.
7. Where the complainant is dissatisfied with the outcome of the investigation, the complainant will be advised that they are entitled to refer their complaint to the FSPO.
8. All correspondence in relation to customer complaint will be retained on file for a period of 6 years from the date of last correspondence with the client.
9. The Firm will provide all information with regard to a complaint to the FSPO if so requested.