



Complaints Procedure

We will permit and facilitate submission of complaints in writing by post and by electronic means. We will acknowledge your complaint within 5 working days and we will fully investigate it.

We shall investigate the complaint as swiftly as possible, and the complainant will receive an update on the complaint at intervals of not greater than 20 working days starting from the date on which the complaint is made. On completion of our investigation, we will provide you with a written report of the outcome.

All complaints should be sent via post for the attention of the Blackthorn Wealth Management Team, 113 Wainsfort Manor Drive, Terenure, Dublin 6w. or via e-mail: complaints@blackthornwealth.ie.

If in the event a complainant is dissatisfied with the outcome of our investigation, you are entitled to refer the matter to the Financial Services & Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, Lo call 01 5677000 email info@fspo.ie.

A full copy of our complaint's procedure is available upon request.