



How to get in touch

Call us on: 0203 861 9998 between 0830 and 1730 Monday to Friday

Send an email to: Info@panthera.co.uk

You will receive a response within 3 working days.

Write to us:

Andrew Hughes
Panthera Private Office
Aldermary House
10-15 Queen Street
Bank
London
EC4N 1TX

Complaints Procedure Leaflet

Our commitment to you

At Panthera each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

Panthera Complaints Procedure

1) We will acknowledge your complaint within 3 working days of receipt of your complaint.

2) We will investigate your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.

3) We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

4) If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service
(FOS) South Quay Plaza
183
Marsh
Wall
London
E14 9SR

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.