

NALS Client Money Protection (CMP) Scheme Complaints Procedure

NALS commitment to consumers is to act in a fair and considerate manner offering the levels of customer service that you would expect from a professional organisation. Should you feel that we have not delivered on that commitment, whether in the service we offer or in the outcome of your claim, we want to resolve matters as quickly and as fairly as possible.

What to do if you have a complaint?

Please outline the nature of your complaint in writing to us at the address below or by email to complaints@nalscheme.co.uk

CMP Scheme complaints
NALS
Cheltenham Office Park
Hatherley Lane
Cheltenham
GL51 6SH

What happens next?

Your complaint will be acknowledged within 3 working days and a response to the investigation of your complaint sent within 14 working days of your original notification to us.

What happens if I am not satisfied with the outcome of the review of my complaint?

If you are not satisfied with our response to your complaint and we have confirmed that there is nothing more we can do, you can write to NALS' Chief Executive, who will carry out a review and respond to you within 14 days of receipt of your communication appealing against the earlier review. The findings of the review at this stage are final.