

Complaints Handling Procedure

Effective Date: 10 October 2025

Last Updated: 10 October 2025

1. Our Commitment

Wealth Connected is committed to resolving complaints fairly, promptly, and transparently. We welcome feedback and take all concerns seriously.

2. How to Make a Complaint

You can submit a complaint by:

- Email: complaints@wealthconnected.com
- Post: Complaints Officer, Wealth Connected Ltd, Agtech Base, Old Bewick, Alnwick, Northumberland, United Kingdom, NE66 4DZ

Please include your name, contact details, a description of the issue, and any relevant documentation.

3. What Happens Next

- We will acknowledge your complaint within 5 business days.
- We aim to provide a full response within 20 business days.
- If more time is needed, we will keep you informed and provide a final response within 8 weeks.

4. Escalation

As we are not regulated by the FCA, complaints cannot be referred to the Financial Ombudsman Service. However, if you remain dissatisfied, you may seek independent legal advice or contact the Information Commissioner's Office (ICO) if your complaint relates to data protection.