

NFP Ireland Group Complaints Policy & Procedure

What NFP promise you

NFP are committed to providing you with excellent customer service, but we accept that occasionally things go wrong. We take all complaints seriously and have a commitment across the NFP group to treat all customers fairly and ensure good outcomes.

Where we have made a mistake, we want to put things right quickly, so we welcome your feedback

How to make a complaint

You can call us to discuss your complaint over the phone or, if you prefer to communicate in writing you can email or write to us instead.

Telephone: +353 (0)1 210 0210

Post: FAO: NFP Complaints,
Second Floor, Block 4, The Arch,
Blackrock Business Park,
Carysfort Avenue,
Blackrock,
Co. Dublin,
A94 A0D0

Email: nfpeurcomplaints@nfpireland.ie

As NFP operates a group of differing businesses please include the name of the NFP Group company in your complaint.

If your complaint is about a Third Party, we will forward the details of your complaint to them and let you know we have done this.

NFP Staff are empowered to help you and will aim to resolve most issues within 5 working days of receiving your complaint. If your complaint cannot be resolved within this timeframe, we will write to you within 5 working days to formally acknowledge your complaint and provide you with our complaint handling procedure.

We will fully investigate your complaint using all available information and will address any problems as quickly as we can. We will also provide you with regular updates, every 20 working days. We aim to provide our final response to you within 40 working days of the date of receipt but sometimes it may take a little longer.

If we cannot give you our full response within 40 working days from the date of receipt, we will provide you with regular updates on the progress of our investigation, at least every 20 working days until your complaint is resolved. If you are not happy with our response, you may be able to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO).

Details on how to contact the FSPO are listed below:

Telephone: +353 (01) 567 7000

Post: Financial Services and Pensions Ombudsman,
Lincoln House, Lincoln Place,
Dublin 2,
D02 VH29

Online: <https://fspo.ie/complaint-form.aspx>

The FSPO will decide if your complaint falls within its jurisdiction to investigate.

Nothing in this process will adversely affect your rights of law.