

CRANFORDS  
Office 12  
Venture Wales Building  
Pentrebach  
Merthyr Tydfill  
CF48 4DR

Date: 04 April 2023  
Letter Ref: 04285830  
Our Ref: VAN444  
Direct Dial: 0203 975 0308

Dear Sir/Madam

**Vanguard Investment UK Limited**  
**Account number: 0000002371**

Thank you for your recent contact in connection with the account referenced above. We are disappointed to learn of your experiences with our administration service.

We confirm that we will be investigating your complaint in accordance with our complaints procedures, a copy of which we enclose for your information.

A comprehensive response will be sent to you as soon as possible. If having received our final response, you remain dissatisfied, you may be able to refer the matter to the Financial Ombudsman Service. A leaflet giving details of their service will be enclosed in our final response if applicable.

If in the meantime you have any questions or need to contact me, please use my telephone number quoted above.

Yours faithfully



**Alexandra Zarrop**  
**Client Service Recovery Officer**

Enclosure(s): Complaints Procedure

## VANGUARD INVESTMENTS UK, LIMITED

### COMPLAINTS PROCEDURE

#### **Acknowledging your complaint:**

Vanguard Investments UK, Limited will send written acknowledgement of your complaint within 5 business days of its receipt.

#### **Responding to your complaint:**

Vanguard Investments UK, Limited endeavour to fully investigate and respond to your complaint as soon as possible.

In the event that we are unable to resolve your complaint within four weeks, we will write to you with an update and an indication of when we expect to be able to provide a response.

#### **Your right to refer your complaint to the Financial Ombudsman Service:**

Should you remain dissatisfied with our final response to your complaint, or if Vanguard Investments UK, Limited is not in a position to send you a final response within 8 weeks of receiving your complaint, you may refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service details will be included in our final response, or when we write to you after 8 weeks of receiving your complaint.

Further details about your eligibility to refer complaints to the Financial Ombudsman Service will be included at this point.

For your information, please find the Financial Ombudsman Service contact details below:

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange  
London  
E14 9SR

Tel No: 0800 023 4567 or 020 7964 0500

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)