



Complaints Policy

Purely Pensions

April 2021

Your right to make a complaint

If you have a complaint about our financial advice service, we'd like to resolve this with you directly if possible.

Please contact in the first instance Compliance:

In writing: The Compliance Officer, Purely Pensions, Regus Tower Court Business Centre, Oakdale Road, York, YO30 4XL

By Email: Compliance@purelypensions.co.uk

If you have a complaint about the way we process your personal data or think that we have not complied with your data privacy rights, this is also something we'd like to resolve with you directly if possible.

Please contact in the first instance our Data Officer:

The Data Officer, Purely Pensions, Regus Tower Court Business Centre, Oakdale Road, York, YO30 4XL

By email: Compliance@purelypensions.co.uk