

COMPLAINTS PROCEDURE

Scope

This procedure is operated by Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker in relation to its financial services provided under the Consumer Protection Code.

Our Objectives

- To respond to complaints in a courteous, timely and fair manner.
- To endeavour to address the specific issues raised by our customers and, where appropriate, update our procedures to avoid re-occurrence of problems.
- To endeavour to achieve a situation where our customer feels we have addressed the complaint, but if he/she remains dissatisfied with the outcome of our efforts, to ensure that he/she is notified of the right to refer the matter to the Financial Services and Pensions Ombudsman (FSPO).

Procedure

1. Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker will establish and maintain a complaints file and all complaint records will be kept for six years after the client is no longer our client.
2. Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker receive an oral complaint, we will offer the consumer the opportunity to have the complaint treated as a written complaint. We will investigate the complaint on the basis of our understanding of the issue.
3. Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker will acknowledge in writing each complaint within 5 business days of receipt. This acknowledgement will contain a copy of these procedures and notification that the complainant can refer the matter to the Financial Services and Pensions Ombudsman (FSPO) if he/she is not happy with the outcome of our investigation, or if the matter has not been resolved within 40 business days, the anticipated timeframe within which Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker hopes to resolve the complaint. Contact details for the Financial Services and Pensions Ombudsman (FSPO) will also be provided.
4. We shall investigate the complaint as swiftly as possible, and the complainant will receive an update on the complaint at intervals of not greater than 20 days starting from the date on which the complaint is made.

Keep in touch: t: 090 6492664 e: hello@icarebrokers.ie w: www.icarebrokers.ie

Brendan J Kelly Brokers Limited
Athlone: 11 Bastion Street, Athlone, Co. Westmeath, N37 Y281
Wexford: Unit 11, Westpoint Business Park, Whitemill Industrial Estate,
Whitemill Road, Wexford, Y35 F8CY

Registered Office
11 Bastion Street,
Athlone,
Westmeath, N37 Y281,
Ireland

Directors
Gary Owens (Director)
Joseph R Sweeney (Director)
Ray Kennedy (Director)
Ray Murphy (Director)
Legis Limited (Company Secretary)

Brendan J Kelly Brokers Limited t/a iCare Brokers, The Business Broker is regulated by the Central Bank of Ireland. CRO Number: 75644

5. Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker will attempt to investigate and resolve the complaint within 40 business days of having received the complaint; where the 40 business days has elapsed and the complaint is not resolved, the complainant will be informed of the anticipated timeframe within which Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker hope to resolve the complaint and that the complainant can refer the matter to the Ombudsman and the contact details of such Ombudsman will be provided.
6. Within 5 business days of the conclusion of our investigation of the complaint, Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker shall send a written report of the outcome of this investigation. This report shall include an explanation of the terms of any offer that Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker are prepared to make in settlement of the complaint. We will also inform the complainant of the right to refer the complaint to the Financial Services and Pensions Ombudsman (FSPO) and will provide the consumer with the contact details of such Ombudsman.
7. Where it appears to Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker that the complainant is not satisfied with the outcome of our investigation, and where we feel that we cannot progress the issue further, we will immediately write to the complainant advising them of their right to refer the dispute to the Financial Services and Pensions Ombudsman (FSPO).
8. A senior manager will review the file before its conclusion and attempt to identify any procedures that can be implemented by Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker to avoid a repeat of the type of complaint received. Any new procedures will be immediately communicated to all staff and placed in the Written Procedures file.
9. The person responsible for complaints in Brendan J. Kelly Limited t/a iCare Brokers, The Business Broker is Ray Kennedy.

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