

# **MLP Complaints and Compliance Consultancy**



- **Former FOS adjudicator**
- **Law Degree (LLB)**
- **Masters Degree (Merit) in Alternative Dispute Resolution (LLM)**
- **Extensive knowledge of mediation and complaints handling**
- **Seasoned negotiator – pre-FOS settlements undertaken where necessary**
- **Extensive knowledge of FOS process, rules and decision making**
- **Low cost payment structure for IFAs**
- **Support team of IFAs with in excess of 30 years industry experience**
- **Professional, efficient and confidential service**
- **File checking, focusing particularly on TCF compliance, undertaken**
- **FSA compliant calculations can be provided on request**
- **Training and competency work undertaken ensuring you remain compliant.**

## **We offer three levels of service**

**Introduction to the service is confidential and free of charge**

- 1. Advisory service either via telephone or, if necessary, in person.**
- 2. Quick and impartial initial review of complaints, advice on likelihood of success/failure at FOS, and suggestions for action.**
- 3. First and only point of contact for all complaints, providing a totally outsourced complaints handling solution, leaving you free to conduct your business as usual.**

Combinations of the above can be offered, subject to negotiation.

**Call Jane now for a free, no obligation discussion**

**0208 2961799**

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