

How to make a Complaint

Unhappy with the service received? Want to raise a complaint?

Please put your complaint in writing to us via email or letter and a member of the complaints team will respond accordingly

We ask you to include your account details as well as details of how you would like us to respond.

By Email:

complaints@out.fund

By Post:

Complaints Team, Outfund, 71-75 Shelton Street, Covent Garden, London, England, WC2H 9JQ

Once we've dealt with your complaint, if you're still not happy, you might be able to refer your complaint to the [Financial Ombudsman Service](#).

Please be aware that there are certain situations when they won't be able to help. Check your eligibility with [this guide](#).