



PRL Complaints Procedure

WE VALUE YOUR FEEDBACK

While Purves Redmond Limited (PRL) makes every effort to provide excellent service to our clients, we recognize that there may be occasions when we fail to meet client expectations. If at any time you have a complaint about the services that we provide, please get in touch so that we can try to make things right. PRL is committed to continuous improvement and values feedback from its stakeholders.

Contact Your Broker

If you have a complaint, you are encouraged to first contact your PRL broker to resolve your complaint.

Contact Us

Use the “Contacts & Locations” section of the web site: purvesredmond.com.

By Mail

Purves Redmond Limited
70 University Avenue, Suite 400
Toronto, Ontario M5J 2M4

By Email

LegalCompliance@purvesredmond.com

By Phone

416.362.4246 or toll-free 1.800.465.1137

Complainants are encouraged to submit their complaints as soon as possible after the issue arises. In many cases we will be able to resolve your complaint immediately. If we need more time to conduct a review, we will acknowledge your complaint promptly. We promise to review all complaints and expressions of dissatisfaction fairly and by a person of appropriate seniority and authority.

If we are unable to resolve an enquiry or a complaint, individuals may have a right to contact the applicable supervisory or regulatory authority. For more information about how to contact your supervisory or regulatory authority, please email us at LegalCompliance@purvesredmond.com.