

COMPLAINT HANDLING POLICY

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This document describes the Complaint Handling Policy, which has been implemented to ensure that all complaints are dealt with and handled in a professional manner.

Although we will do everything we can to meet or exceed your expectations, in the event that you should find you have an issue or complaint with our service, we urge you to contact us. In the first instance, you should contact our complaints department by responding to this email and registering a formal complaint or by contacting us on [redacted]. If you do not wish to register a formal complaint, please let us know. Please be reassured that we will continue to deal with the issues raised as quickly and efficiently as possible even in the event a formal complaint is not raised.

If you choose to telephone, we hope that we will be able to deal with the issue or complaint to your satisfaction immediately.

If you email, then you will receive a letter or an email, acknowledging your complaint within 2 working days upon receipt of complaint.

Your complaint will be recorded on our central register and will be used to improve our service to our clients.

A Senior Executive will then start to investigate your complaint and provide a written reply to your complaint within 5 working days.

At this stage, if you are still not satisfied with our response, we will escalate this internally and reply within 3 working days to your further complaint.

If we are unable to meet the timescales above whilst dealing with the complaint, we will let you know and explain why.

We are always seeking to continuously improve our service and will keep a record of your complaint and the outcome will be held centrally for analysis. Whatever the outcome, we assure you that we will be examining our Customer Care processes and procedures to try to ensure that the issue does not arise again.