

Complaints Policy

What can you do if you wish to complain?

We are committed to exceeding your expectations. We use feedback from complaints and customer queries to drive continuous improvements in our business processes and procedures. We realise, however, that sometimes things can go wrong. If they do, we have a complaints procedure which is outlined below.

Step One: Contacting us

Get in touch with us and tell us what has gone wrong. The easiest way is to give us a call on **Freephone 0800 91 54321** and speak to Customer Care, or you can contact us by email at customercare@help-link.co.uk or by post to **Customer Care Department, 3310 Century Way, Thorpe Park, Leeds, LS15 8ZB.**

Step Two: What we'll do

We will always try to resolve your complaint as soon as we receive it. However, sometimes your case may be more complex or involve a number of issues and we may need time to investigate. If it's complex we will send you a written acknowledgement of your complaint receipt within 5 working days.

Step Three: Our response

We will let you have a full response, or in the unlikely event we are not in a position to provide a response, an explanation and an update will be provided within 8 weeks of us receiving your complaint. If after receiving our final response you remain dissatisfied you have the right to refer your complaint to the Financial Ombudsman.

Step Four: The Ombudsman (where relevant)

We will always endeavour to resolve complaints for our customers, however if upon receipt of our final written response you wish to have your complaint reviewed by the Financial Ombudsman you can do so up to six months after receipt of our final response.

The contact details are:

The Financial Ombudsman Service, Exchange Tower, LONDON, E14 9SR
Tel: 0800 023 4567 or, from a mobile, 0300 123 9123
Email: enquiries@financial-ombudsman.org