



Complaints

December 2016 Edition



How to make a complaint

Complaints may be made in writing, by email to david.miller@moneyandme.co.uk, by telephone on **0141 328 1538**, or in any other form, in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006.

We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.



Within **eight weeks** of receiving a complaint we will send you either:

- (1) a final response adequately addressing the complaint; or
- (2) a response which:
 - explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
 - informs you that you may refer the handling of the complaint to the Legal Ombudsman (LO) if you are dissatisfied with the delay.

Where we determine that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress that you accept. Appropriate redress will not always involve financial redress, but could involve an apology or another suitable form of redress.

We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to:

Legal Ombudsman
PO BOX 6804
Wolverhampton
WV1 9WG

Tel: 0300 555 0333

Email: cmc@legalombudsman.org.uk

Visit: www.legalombudsman.org.uk/cmc

Please note you have six months from the date of our final decision to approach the Legal Ombudsman.