

COMPLAINTS HANDLING POLICY

At Taylor Blakely our aim is to provide you with excellent customer service as a valued customer by upholding the highest standards. However, if our service does not meet your expectations and you are dissatisfied with the service provided to you, you are entitled to make a complaint. You can make a complaint by any reasonable means such as telephone, email, post or in person using the following contact details:

TELEPHONE: 0800 999 0999

**POST: Taylor Blakeley FAO Greg Wilson, 1st Floor, 16-18 Lloyd Street, Altrincham, Cheshire
WA14 2DE**

EMAIL: Info@taylorblakeley.co.uk

COMPLAINTS HANDLER

Our complaints handler is Greg Wilson

We try to resolve complaints as soon as possible. Should we resolve your complaint by ***the close of the third business day*** following the day on which we receive your complaint, we will issue you with a written communication called a summary resolution communication acknowledging that you made a complaint and setting out that the complaint has been resolved. It will make you aware of your right to refer the complaint to the Claims Management Ombudsman (part of the Financial Ombudsman Service) should you be dissatisfied with our resolution.

Should a further (or new) complaint arise from you, or we are not able to resolve the complaint by the close of the third business day, it will be logged and dealt with as follows:

ACKNOWLEDGEMENT

Where we need more time to resolve a complaint, or a further complaint is received, we will send you a written or electronic acknowledgement to you **within five business days of receipt**, outlining our understanding of the complaint points and identifying the individual handling the complaint.

COMPLAINTS INVESTIGATION

The Complaints Handler will investigate the subject matter of the complaint and, where required, may contact you to obtain further information to investigate the complaint. The nature of the investigation will depend on the nature of the complaint but may involve reviewing internal records and reviewing all communications with you. The Complaints Handler will assess whether the complaint should be upheld or rejected, and whether remedial action is necessary.

We will keep you informed about the progress of investigations by sending written communication either by email or post on a weekly basis. We will ensure that the individual(s) involved in investigating complaints are independent and have not been involved in the events complained about (where possible).

We will endeavour to issue a final response to you within eight weeks of receiving your complaint.

This will be considered our **'final response'** which will be a written response that either:

- (a) Accepts the complaint and where appropriate, offers redress or remedial action (appropriate redress will not always involve financial redress); or
- (b) Offers redress or remedial action without accepting the complaint; or
- (c) Rejects the complaint and gives reason for doing so and which:
- (d) Informs the complainant that if they are not satisfied with our response, they may refer their complaint to the Claims Management Ombudsman (part of the Financial Ombudsman service) by letter, email or telephone and which:
 - (i) Encloses a copy of the Financial Ombudsman standard explanatory leaflet;
 - (ii) Provides the website address of the Financial Ombudsman Service
 - (iii) Indicates that we waive the relevant time limits (where relevant)

If a complaint is not resolved after eight weeks, we will explain in writing why we are not in a position to make a final response and indicate when we expect to be able to provide a final response. You have the right to refer to the matter to the Claims Management Ombudsman at this point, full contact details will be provided to you. In either case you must refer your complaint to the Claims Management Ombudsman within six months of the date of our letter.

APPEAL PROCESS

The **Claims Management Ombudsman** (CMO) is part of the Financial Ombudsman Service and is an independent body established to settle disputes between claims management companies and consumers in a fair and impartial way. They may investigate complaints up to six years from the date of the problem happening or within three years of you becoming aware of the problem. You can refer your complaint to the CMO on any of the below contact details:

Claims Management Ombudsman

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567

Web: www.cmc.financial-ombudsman.org.uk

Complaints to the Claims Management Ombudsman must be submitted within six months of our final response to you.