



Customer Complaints Handling Procedure (UK)

Our Policy

We are committed to providing a high-quality service to all clients and customers. When something goes wrong we need you to tell us about it. This will help us to improve our standards and ensure that we provide the best possible service.

Who to contact

If you are unhappy with any aspect of the service which you have received it is often best to raise your complaint immediately with our Customer Support Team who will be happy to assist. Their contact details will have been provided to you on any correspondence you have received from us.

If you would like your complaint to be formally investigated please contact:

Customer Support Team, Eversheds Sutherland LLP, Bridgewater Place, Water Lane, Leeds, LS11 5DR.

OR Email: customersupport@eversheds-sutherland.com

OR Telephone: 0845 498 3938

Business Hours: Monday-Thursday: 9am-5pm; Friday: 9am-4:30pm

What will happen next?

- 1.** If the Customer Support Team are not able to resolve your complaint immediately they will send you a written acknowledgement within 5 working days of receiving your complaint.
- 2.** Responsibility for investigating your complaint will be assigned to a member of our Customer Support Team who will review the nature of your complaint and undertake the appropriate action to resolve the matter.
- 3.** The customer Support Team will send you a detailed, final response in answer to your complaint, detailing any actions undertaken to resolve the matter. We would normally expect this substantive reply to be sent within 28 days of sending you the acknowledgement letter. If the Customer Support Team are not able to send you a full reply within that period they will update you and tell you when they expect to be able to write to you again.
- 4.** If after 8 weeks a final response has not yet been sent, the Customer Support Team will advise you of the current situation and reasons why a final response has not yet been sent and that you are now within your rights to refer your complaint to the Financial Ombudsman should you wish to do so.
- 5.** If you are dealing with us as a private individual or are a very small business, charity, club or trust then you may have a right to refer your complaint to the Financial Ombudsman. You cannot normally refer a complaint to the Financial Ombudsman unless 8 weeks have passed since your complaint to us, but you may do so earlier if the Customer Support Team have notified you of the final decision and you remain dissatisfied. Further details of the Financial Ombudsman are set out on the other side of this page.

The Financial Ombudsman

The Financial Ombudsman is an independent organisation with powers to resolve complaints about financial services when issues have not been resolved between an individual and their financier. The service is open to members of the public and very small businesses, charities, clubs, and trusts.

You can check if they are able to deal with your complaint by telephoning **0300 123 9 123** or **0800 023 4567** Monday to Friday – 8am to 8pm, Saturday – 9am to 1pm or you can visit their website at www.financial-ombudsman.org.uk or you can write to Financial Ombudsman Service, Exchange Tower, London, E14 9SR or email: complaint.info@financial-ombudsman.org.uk

The Financial Ombudsman will not normally accept a complaint for investigation unless 8 weeks have passed since you first raised your complaint with us or if you have been notified of our final decision and you remain dissatisfied. This is to allow us the opportunity to deal with your concerns.

You may make a complaint at any time within 6 months of our final decision about your complaint. If you do not refer your complaint to the Financial Ombudsman within that 6 month period then your complaint may not be accepted by the Ombudsman.

You may also lose your right to refer a complaint to the Financial Ombudsman if more than six years have passed since the event(s) about which you want to complain, or if more than three years have passed since you should have realised that you had a possible complaint.

IT IS IMPORTANT THAT YOU ACT PROMPTLY IF YOU THINK YOU ARE ENTITLED TO REFER A COMPLAINT TO THE FINANCIAL OMBUDSMAN.