

Complaints Handling Procedure

We hope that you will be happy with the services we provide but if you are dissatisfied with any aspect of our work, in the first instance you should discuss the matter with the person responsible for the day to day conduct of your case. In most cases we can resolve any concerns you have about our service over the telephone or within 3 days upon which we will send you an acknowledgement and will retain a log of your complaint for 3 years.

If you are not satisfied that we have resolved your complaint within the 3 day period you should notify us either verbally or in writing so that your complaint may be escalated to the Complaints Officer. You should write to The Complaints Officer, Alison Kirsopp, The King Centre, Main Road, Barleythorpe, Oakham LE15 7WD or email: claims@maplefinancial.co.uk alternatively you may call us on Tel: 01572 897442 to discuss your complaint.

1. On receipt of your complaint we will send you an electronic acknowledgement of your complaint within five working days. You will be provided with details of the person who will be handling your complaint. 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 investigate/ settle the complaint. We will endeavour to keep maintain contact with you whilst we deal with your complaint and will agree a reasonable basis within which to contact you to keep you updated on our progress
2. We will investigate your complaint and contact you as soon as possible with the outcome but no longer than eight weeks after the date we received your complaint. We will send you either:
 - a. A final response which adequately addresses the complaint; or
 - b. 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 Financial Ombudsman Service if you are dissatisfied with the delay.
3. If we decide 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 which you accept. Appropriate redress will not always involve financial redress.
4. We reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.
5. If you are not satisfied with our response, or if a complaint is not resolved, you may refer the complaint to the Financial Ombudsman Service, who can review the handling of the complaint and may give a direction to the business on further handling of the complaint. However, he cannot determine a complaint or award compensation and will not normally intervene in fee disputes where a legal contract for services exists.

Financial Ombudsman Service

Exchange Tower

Harbour Exchange

London

E14 9SR

Tel: 0800 0234567

Text: 07860 027586

www.financial-ombudsman.org.uk/consumer/complaints