

Complaints Procedure

It is in our interests, as well as yours, that you receive a high-quality service. Whilst we try to avoid it, sometimes things go wrong, and we need you to tell us about it. It is our policy to investigate all complaints or expressions of dissatisfaction to assist us in the improvement of the service we provide.

If you have been unable to resolve any issues with the person dealing with your matter, or the named person in our original letter to you, if you have not already done so, a complaint can be made by telephone, email, or by letter but we may ask you to send confirmation in writing.

Complaints should be directed to:

The Business Manager
The GSI Group
1 Churchill Court
Hortons Way
Westerham

TN16 1BT Tel: 01959 561 500 Email: financialservices@gsigroup.co.uk

Responding to your complaint

On receipt of your complaint, an acknowledgement email/letter will ordinarily be issued within five working days. This email/letter will include the following information:

- The name of the person investigating the complaint.
- If appropriate, confirmation of our understanding of the nature of your complaint and a statement that you should contact us if you disagree with this.

Investigation of complaints

We will promptly and thoroughly investigate all complaints. The investigation will usually be carried out by a suitably qualified partner, but always by someone other than the person against whom your complaint is made.

By the end of eight weeks, after we have received your complaint, we will either:

- a. Send you our final response after completing our investigation; or
- b. Send you a response which explains why we are still not able to provide our final response and informing you of your other remedies at that stage, including details about the free service available from FOS.

On concluding our investigation, we will produce a written response which will explain:

- a. The outcome of our investigation; and
- b. The nature and terms of any offer of compensation; or
- c. Reasons for not making an offer.
- d. Any further remedies which may be available to you

We shall assume that the complaint is resolved if we have not heard from you within two weeks of our response.