

# Primrose Collections Limited

## Complaint Handling Procedures

### PRIMROSE COMPLAINTS PROCESS

We are committed to treating all our clients fairly and delivering quality service. If there is ever a time when you don't feel we've lived up to this we want to hear from you.

#### Step One: Making a Complaint

If you wish to make a complaint about the service or advice you have received from us, please contact us with an outline of your concerns. We can be contacted as follows:

Primrose Collections Limited, Sterling House, Oldbury Road, Cwmbran, Torfaen, Gwent. NP44 3JU4. United Kingdom.

Tel: 01633 867349

Email: [nicola.wesson@primrosecollections.co.uk](mailto:nicola.wesson@primrosecollections.co.uk)

#### Step Two: Acknowledging your Complaint

We will always try to resolve your concerns within 2 business days. However, if we are unable to do this or we need to conduct more detail investigations, we will send you an acknowledgement of your complaint within 3 business days of receiving it. We will provide you with a copy of our complaints procedure.

We will always set out our understanding of your complaint, regardless of whether it was received in writing or verbally.

#### Step Three: Investigating your Complaint

Your complaint will be investigated by somebody experienced and if possible, who is not connected to your complaint. In this way we can complete a fair investigation.

We may ask you to submit copies of documentation to help us with our investigation.

#### Step Four: Keeping you Informed.

If we have not been able to resolve your complaint within 4 weeks, we will write to you and let you know when we expect to complete our investigation.

#### Step Five: Resolving your Complaint

We will always aim to resolve your complaint within 8 weeks of receiving it.

At the end of eight weeks we will write to you with the outcome of our investigation and advise you what to do if you are not satisfied.

#### Step Six: If you are still unsatisfied.

If we have not been able to complete our review of your complaint within the 8 week period, we will write to you and let you know when we expect to have finished our investigation.

We will also provide you with details of your rights to refer the matter to the Financial Ombudsman Service (FOS). The FOS can be contacted as follows:

**Address:** The Financial Ombudsman Service, Exchange Tower, London E14 9SR

**Tel:** 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)