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**Powerful Allies**

**Complaints Handling Policy**

**Our complaints policy**

We have a fair, transparent & effective system for handling any complaint, and will ensure that all complaints are treated with courtesy and respect.

**In Writing or Verbally**

Any complaint received, either by phone, in person or in writing (post or email), would be written up & the customer informed of our complaints process & explain clearly:

* What their rights are, including what they can do if the complaint is not resolved
* A name, telephone number and email address are given for who they can contact
* What the steps in the complaints process are
* How long each process will take
* The escalation process (including the customers rights to contact the ombudsman)

Full records are kept of all complaints, including the date the date the complaint was received and all subsequent actions.

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

**Within 24 hours**

When a complaint is received (written or verbal) the complaint is logged. We aim to resolve within 24hours and if not resolved within 24hours, we reply to the customer in writing explaining what will happen next and when. The customer is kept up to date on all developments and everything is logged.

**Within 3 Days**

We will send the customer a letter acknowledging receipt of their complaint, enclosing a copy of this procedure.

**Within 14 Days**

We will write to the customer for a review, confirming our final position on their complaint and explaining our reasons.

Examples of possible complaint resolutions include offering a full apology, a goodwill gesture or an offer of compensation.

If you are still not satisfied, you can then contact the Ombudsman Services about your complaint. You can bring a complaint to the Ombudsman Services within twelve months of receiving a final written response from us about your complaint (also known as a deadlock letter) or if the complaint has been unresolved for at least eight weeks. This service is impartial and free of charge for all of our clients to use.

**Types of complaints may include:**

Breaching the code, mis-selling, Representative’s behaviour, General Competence

**Contact Details**

complaints@powerfulallies.com

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