

JohnGrose

Complaints procedure

Complaints Handling Procedure

It is the aim of John Grose Group Ltd to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

If you have a complaint about any aspect of our service, then we would like to hear from you. We will try to resolve your complaint promptly; however, sometimes, this may not be possible.

In this event, we will keep you informed as below:

Within 10 days

We will acknowledge receipt of your complaint and provide you with an update and contact details if no resolution has been reached at this stage.

Within 28 days

We will endeavour to resolve the complaint with a full response provided, however if we are unable to do so at this stage, we will provide you with an update and relevant information about the investigation.

Within 8 weeks

We will provide a final written response and information on services you can access should you be dissatisfied with the resolution (detailed below)

To register a complaint contact us by either:

- emailing simoneclarke@johngrose.co.uk
- calling us on 01473 270707

- writing to us at: Customer Complaints, John Grose Group Ltd, Foxtail Road, Ipswich, Suffolk, IP39BE

You have the right to refer your complaint to the Financial Ombudsman Service which is free to use. Their contact details are Financial Ombudsman Service, Exchange Tower, London E14 9SR; telephone 0800 0234567 or 0300 1239123; email complaint.info@financial-ombudsman.org.uk; their website is www.financial-ombudsman.org.uk.

In the event a non-financial services complaint cannot be settled between us, we recommend the National Conciliation Service as an organisation competent to deal with unresolved complaints. Their contact details are National Conciliation Service, 2 Allerton Road, Central Park, Rugby, CV23 0PA; telephone 01788 538317; email contact@nationalconciliationservice.co.uk.