

## **COMPLAINTS POLICY AND PROCEDURE**

### **Introduction**

Wilmslow Wealth Management Ltd T/a Redundancy Claim makes every effort to ensure that that our services are carried out in a professional, effective and efficient manner. All complaints are taken very seriously and will be responded to as set out below.

### **How to let us know you have a complaint**

If you feel that you have any complaint against the Company at any time then please let us know as soon as possible. We have set out for you in this document the complaints procedure that should be followed for the service that we offer. You are welcome to submit your complaint by any means such as telephone, email, letter or in person.

### **Regulatory body**

Wilmslow Wealth Management Ltd T/a Redundancy Claim is regulated by the Claims Management Regulator in respect of regulated claims management activities. The Company's details and regulation number may be found on the Claims Management Regulation register of authorised businesses.

To access this information go to <https://www.claimsregulation.gov.uk/search.aspx> and enter company authorisation number 43670. The authorisation is renewed annually in January of each year.

Our service relates to regulated claims management activities in the sector of 'employment matters'. We assist directors of insolvent companies claim redundancy and other statutory entitlements from the Redundancy Payments Office ("RPO"). In doing so we provide advice on how to complete the application process to the RPO maximising claims within the legal framework which determines what directors are entitled to.

If you have a complaint about our service the procedure to follow is set out on the page below.

### The procedure

1. As soon as you feel that you have a complaint that you wish to put to the Company then please let us know, preferably in writing. You may contact us by email, telephone, or by post. (Please see contact details)
2. If you have cause to make a complaint to the Company then your complaint will be dealt with by a person who has not been directly involved in the matter of which you are complaining. This person will either be a Director of the Company or a person appointed by the Company who is independent from the Company and has the full authority to make decisions relating to any complaints against the Company.
3. Where a complaint is received by the Company and it is considered to be a genuine complaint which is upheld by the investigator then the Company will complete the following steps.

### Next Steps

1. The Company expects that if you have reasonable cause to make a complaint then this will be done in a timely manner. Complaints about matters of which you were aware six months or more before you issued your complaint will be declined unless there is a genuine reason why you were unable to bring the complaint to our attention at an earlier date.
2. Any complaint received from a Client will be acknowledged in writing (either by email or post) within five working days of receipt of the complaint. You will be notified at that time of the name, title, and contact details of the person investigating your complaint. You will also be provided with details of how the complaint will be dealt with.
3. Within a maximum of four weeks after receipt of your complaint the investigator will write to you sending out details of his/her findings or, if it has not been possible to resolve the matter in that time, he/she will inform you of that fact and let you have details of the investigation to date.
4. Within eight weeks of any complaint you will be issued with a final response from the investigator.
5. If your complaint is about the management of any claim that the Company has advised you upon in relation to advice concerning the RPO application process and any subsequent award made by the RPO and you are unhappy at any time with the way in which your complaint has been handled then you have the right to refer your complaint to the Legal Ombudsman who can be contacted in writing at the Legal Ombudsman, Edward House, King Edward's Square, Birmingham B1 2RA or by telephone on: 0300 555 0333.