

Complaints Procedure

Wilmslow Wealth Management Limited trading as Redundancy Claims UK value your feedback. Letting us know whenever you are dissatisfied with our service gives us the opportunity to put matters right for you and improve our service for everybody. Our aim is to provide the highest possible level of service to all our clients. If you are unhappy with any aspect of the service, then please raise your concern with us immediately. Our internal complaints procedure is designed to resolve your concerns quickly and efficiently in respect of any person using the services that we have provided and that is regulated under the Compensation Act 2006.

How to Complain

A complaint may be made in writing, verbally, email or in person. Where possible, please communicate a complaint in writing (by letter or by email) setting out what is causing you concern and what you would like us to do to resolve your concerns. If you would like to complain in writing or in person, our address is:

**Cypress House
3 Grove Avenue
Wilmslow
SK9 5EG**

If you would like to complain by email contact:

kathryn@redundancy-claims.co.uk

If you would like to complain by telephone contact: 01625 462587

Complaints Handling Procedures

We value your feedback and will endeavour to resolve any expression of dissatisfaction, whether oral or written, at the earliest possible opportunity. Our complaints handling procedures are as follows: We will send you a written or electronic acknowledgement within five business days of our receipt of your complaint giving you the name and job title of the individual who will be handling the complaint. When we acknowledge your complaint, we will also provide you with these complaint handling procedures. We will thoroughly investigate your concerns and the person investigating your complaint will have the authority to settle it and, wherever possible, will not have been directly involved in the matter which is the subject of your complaint.

After no more than eight weeks after our receipt of your complaint, we will provide you:

A final response which addresses adequately the subject matter of your complaint and, where a complaint is upheld, offers redress;

In the event you remain unhappy with our final response or we do not provide a final response within eight weeks of your initial complaint, you are entitled to refer your complaint to the Financial Ombudsman at any time within six months of the date of any final response we provide. The Financial Ombudsman will only act once all steps of our complaints handling procedures above have been followed.

The Financial Ombudsman can be contacted in different ways as follows.

If you would like to complain to the Financial Ombudsman in writing, their address is:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Alternatively, if you would like to complain to the Financial Ombudsman by email the email address is:

complaint.info@financial-ombudsman.org.uk

You may also telephone the Financial Ombudsman on Tel 0300 123 9123 or 0800 023 4567. They are available between Monday to Friday – 8am to 8pm and Saturday – 9am to 1pm to answer your calls. All calls are recorded for training and monitoring purposes.

Further details on the Financial Ombudsman are available at <https://www.financial-ombudsman.org.uk/>