MASECO

# Complaints Policy

MASECO

**Complaints Contact:**

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We take care to maintain high standards of service. If we are aware of client concerns or unease, we give priority to resolving the matter as quickly as possible. To assist with this process, we have prepared procedures to ensure that complaints are handled fairly, promptly and within reasonable timescales. If you need any support or reasonable adjustments to help you make or progress a complaint, please let us know and we will seek to assist you.

Upon receipt of a complaint, we will do all we can to resolve your concerns by close of business on the third business day following receipt. If we resolve your complaint within that period, we will send you a written summary resolution communication confirming that we consider the complaint to be resolved. This communication will also explain that, if you subsequently decide that you are dissatisfied with the resolution, you may be able to refer the complaint to the Financial Ombudsman Service, and will refer you to the availability of further information on the Financial Ombudsman Service website.

If we cannot resolve your complaint by close of business on the third business day following receipt, we will acknowledge your complaint within five business days in writing. Our acknowledgement will provide the name and contact details of the person handling your complaint, explain our complaints process and confirm that we will send you either a final response or a written response explaining why we are not yet able to provide a final response within eight weeks of receiving your complaint. A senior person who, where possible, is independent of the case will investigate your complaint.

When acknowledging your complaint, especially in the case of an oral complaint, we will set out our understanding of the nature of the complaint and may request further clarification if necessary. Your complaint will be investigated using our files, together with reports from other parties where relevant. We may also write to you if further information is required. We will keep you informed of the progress of the complaint investigation.

Within eight weeks of receiving your complaint, if a final response letter has not already been sent to you, you will receive either;

- A final response letter detailing our conclusions and any resolution to the complaint. This letter will also confirm that if you remain dissatisfied with our final response, you may refer your complaint to the Financial Ombudsman Service within six months of the date of our final response letter, otherwise you would lose this referral right. The letter will include the Financial Ombudsman Service website address and a copy of the Financial Ombudsman Service leaflet ' Want to take your complaint further?' if not already supplied.

OR

- A written response explaining why we are not yet in a position to make a final response, giving the reasons for the delay and indicating when we expect to be able to provide a final response. This response will also inform you that you may now refer your complaint to the Financial Ombudsman Service. It will include the Financial Ombudsman Service website address and a copy of the Financial Ombudsman Service leaflet “Want to take your complaint further?”, if not already supplied.

The right to refer a complaint to the Financial Ombudsman Service applies where the complainant is eligible under the Financial Conduct Authority rules. This will generally include consumers and may include certain small businesses, charities and trusts. The Financial Ombudsman Service can provide further information about eligibility.

Please bear in mind that if your complaint involves information from third parties some delays could be beyond our control. We will, however, pursue information on a regular basis.

If we receive a complaint and consider that another firm may be solely or jointly responsible for the matter complained about, we will promptly consider whether it is appropriate to forward the complaint, or the relevant part of it, to that firm. Where we do so, we will tell you promptly in writing why the complaint has been forwarded and provide the other firm’s contact details. We will also, where appropriate, provide the other firm with relevant details of the complaint.

Further information about the Financial Ombudsman Service is available from their website: https://www.financial-ombudsman.org.uk

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