

AskIf – Complaints Policy & Procedure

AskIf is committed to delivering a professional, high-quality service to all customers. However, there may be occasions when you feel the level of service you receive has fallen below your expectations.

Informal Procedure

If you are unhappy with our service you may raise this to our customer service team on info@askif.co.uk or by calling 020 3176 7633 between 9am and 5pm Monday to Friday. The customer service team will try to resolve your complaint informally within 3 working days after the complaint was made. This may involve telephone and/or e-mail communication as appropriate to the nature of the complaint.

If resolved within this timeframe you will receive a 'resolution summary communication' by e-mail.

If unresolved within this timeframe, the customer service representative will inform you by e-mail that they will refer your complaint to the relevant Senior Manager who will engage with you under the Formal Procedure described below.

The customer service representative will have the discretion to escalate a complaint in the Informal Procedure at any time at their discretion should they identify that the Formal Procedure is more appropriate sooner than this timeframe.

In either event you will receive this document during this stage of the process or when the Informal Procedure has come to an end so that you will be aware of all your options.

Formal Procedure

A customer service representative will refer a complainant to the relevant Senior Manager if the Informal Procedure ends as unresolved or where it is appropriate for the Formal Procedure to be followed sooner.

The relevant Senior Manager will:

- investigate the items you have raised and write to you with a Final Response within 10 working days of acknowledgement
- provide a Final Response within 10 working days, OR will write to you to explain the reasons for any delay, although will aim to provide a Final Response within 15 working days of acknowledgement.

In the instance that you are not satisfied with our Final Response you may be eligible to refer your complaint to Financial Ombudsman Service. Please refer to the provided links for further information on eligibility and the required process.

The Financial Ombudsman Service is a free, independent service for settling disputes between businesses providing financial services and their customers. The Financial Ombudsman Service will not consider a complaint until we have given you our Final Response and unless you contact them within six months of our Final Response.

<http://financial-ombudsman.org.uk/>

<http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>

A record of your complaint will be retained for quality control and reporting purposes so that you are aware of all your options.