



Complaints Process Policy

In the event of a customer complaint to the business, the following process must be adhered to...

Step 1

Acknowledgement of the customers complaint is to be made in writing to the customer via post (or email if this is how complaint has been received)

Step 2

We will aim to resolve the customers complaint by the end of the following working day of receipt

If we are unable to do so, we will write to the customer confirming the below...

- Why complaint hasn't been resolved
- Who is dealing with their complaint at Aspire
- When we will contact them again

Once letter issued, the customer will need to be kept informed on a regular basis as to the latest developments with their complaint. (at least weekly)

Step 3

If we cannot agree an acceptable resolution for the customer within 8 weeks of the complaint, we will need to issue another letter outlining the below...

- Reasons for the delay
- Or issue a final decision which will outline our position given the investigation conducted into complaint.

In the event a customer is unhappy with any resolutions / outcome of complaint, we will advise them that they may contact the Financial Ombudsman Service and provide them with the relevant details of this.