

How To Make a Complaint

Complaints may be made:

- In writing to: **28 Queens Road
Blackburn England BB1 1QG**
- by e-mail to admin@nationwideppiadvice.co.uk
- by telephone on **0161 524 0876**

2- Process

A) Acknowledgement

We aim to resolve any expression of dissatisfaction as soon as possible, where this is done within 5 business days, we will not usually confirm acknowledgement of the complaint in writing. If it takes us longer than 5 business days to resolve your complaint, we will send you a written or electronic acknowledgement of a complaint within 10 business days of receipt, identifying the person who will be handling the complaint for the business.

B) Investigation

Wherever possible, the person handling your complaint will not have been directly involved in the matter which is the subject of the complaint and will have authority to settle the complaint. Within four weeks of receiving a complaint, we will send you either:

- final response adequately addressing the complaint; or
- a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.

C) Our Decision

Within eight weeks of receiving a complaint we will send you either:

a final response adequately addressing the complaint and outlining your right to appeal.

Where we decide that redress is appropriate,

we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress that you accept. Appropriate redress will not always involve financial redress but could involve an apology or another suitable form of redress.