



Complaints Procedure

A member of the senior management team at Reclaim Your PPI Ltd will handle all complaints brought to us and they will provide the answers and any redress.

All of our clients / customers complaints will be handled fairly and promptly. You will receive an acknowledgement of your complaint within 5 working days of receipt, either in writing or email and we will explain how we will handle your complaint and tell you what you need to do.

Our Actions

- A member of the senior management team will take full details from you, including all reasons for the complaint.
- We will review and understand what redress you are seeking and why.

Our schedule of events

- We will acknowledge the complaint in writing within 5 days and confirm our understanding of the reason for your complaint.

By the end of the eight weeks we will send you either:

- Our final response to your complaint, or
- A response which explains why we still cannot make a final decision giving reasons for the delay and indicating when we expect to be able to provide a final response and inform you that you may refer the complaint to the Legal Ombudsman Service.

If you are still not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to the Legal Ombudsman Service. You have six months to do this from the date of final response letter. The details are below:

Legal Ombudsman Service
PO Box 6804
Wolverhampton
WV1 9WG
cmc@legalombudsman.org.uk