



# Employment

## Law 4U

Keeping the balance right in the workplace

### Complaints Policy

#### Introduction

Here at Mike Arnold T/as Employment Law 4U, Customer Service is something we are proud of and strive to maintain and improve this at all times.

We take any complaints received very seriously and will deal with complaints in a professional manner in accordance with our internal complaints procedure.

Every client has a right to make a complaint to Employment Law 4U.

In the event of an expression of dissatisfaction, Employment Law 4U has implemented a robust complaints handling process to ensure that complaints are dealt with in a professional and consistent manner.

#### Definition of a complaint

Defined by the FCA:

'Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which:

- (a) alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and
- (b) relates to an activity of that firm, or of any other firm with whom that firm has some connection in marketing or providing financial services or products, which comes under the jurisdiction of the Financial Ombudsman Service'

#### Process for handling complaints

Employment Law 4U clients are able to raise a complaint via multiple methods:

- By phone
  - 0800 688 9500
- By letter
  - Employment Law 4U, First Floor, 2b The Links, Herne Bay, Kent. CT6 7GQ
- Email
  - [info@employmentlaw4u.co.uk](mailto:info@employmentlaw4u.co.uk)

#### What happens next?

On making a complaint, the relevant adviser will log the complaint.

The adviser will endeavour to respond to the complainant within three working days.

Should the complaint be resolved within the first three working days, the relevant adviser should issue a Summary Resolution Letter to the complainant (See Appendix).



# Employment

**Law 4U**

## Keeping the balance right in the workplace

This letter will set out, in detail, the actions that have been taken to address the customer's concerns.

A copy of this letter should be uploaded on to the Complaint Register on files held on **Employment Law 4U' offices at 2b The Links** Herne Bay Kent CT6 7NB

### **Complaints not resolved in three working days**

Should the complaint not be resolved within the first three working days of receipt, the complaint must be escalated to the Director for an independent review.

The Director will then acknowledge and deal with the complaint within the agreed regulatory timescales.

The Director will ensure that the relevant adviser is made aware of all communications that are sent to the complainant.

All complaints must also be reported as part of the monthly reporting process via **Mike Arnold at Employment Law 4u.**

### **I am still not satisfied with the response / or we reach deadlock – what can I do?**

Within four weeks of receiving a complaint, Employment Law 4U will send you either:

- a) a final response which adequately addresses the complaint; or
- b) a holding response, which explains why they are unable to resolve the complaint and indicates when further contact will be made with you.

If we are unable to resolve your complaint, or if a complaint is not resolved after 8 weeks, then you can have a complaint independently looked at by the Financial Ombudsman Service (FOS).

The FOS investigates complaints about poor service from Claims Management Companies. The FOS can investigate complaints up to six months from the date of the final response letter.



# Employment

## Law 4U

Keeping the balance right in the workplace

### Appendix 1

Summary Resolution Letter

Firm name  
Address1  
Address2  
Postcode  
Phone number: XXX XXX  
XXX  
Call charges explanation

Customer salutation, initials and surname

Address1 Date: [dd month yyyy]  
Address2 Ref: [CMPXXXX]  
Address3  
Postcode

We've resolved your complaint

Dear [insert name]

Thank you for your complaint [call / letter / email / posted online] which was received on [ddmonthyyyy]. I am sorry to learn of your dissatisfaction with our service at [Firm name].

Your concerns were logged and have been thoroughly investigated. Subsequently I called you on [ddmonthyyyy] and we discussed your concerns in full. On that telephone call I resolved the complaint to your satisfaction and you agreed you were happy with the outcome. That being the case, there is no further action for you to take.

### Your consumer rights

I believe I have now addressed your areas of concern and you can regard this letter as confirmation of our final response. However if you do not feel my actions have resolved your complaint, there is a further escalation process available to you.

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of this letter. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The full contact details for the Financial Ombudsman Service (FOS) are detailed below - further information can also be found on their website:

Write to: Financial Ombudsman Service, Exchange Tower, London, E14 9SR  
Phone: 0800 0 234 567 (free from landlines) or 0300 123 9 123 (charged at a national rate)



# Employment

**Law 4U**

**Keeping the balance right in the workplace**

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)