

Complaints Policy

Introduction

Here at 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
 - Clients@EL4U.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).

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.