

## Complaints Handling Process

We should aim to resolve complaints within 10 business days. If the issues have been resolved within this timeline a short confirmation letter should be sent to client.

In more complex cases that take time to investigate, an acknowledgement letter should be sent as soon as possible and within 10 business days. It should state our next steps and give details about the expected timeline.

When the matters are fully reviewed, a full written response needs to be sent. This should give details about our investigation, our decision and give client information about their options including whether the complaint can be referred to an alternative dispute resolution entity.

All complaints should be resolved within 2 months. When we are unable to do so, we should inform the client accordingly, and inform them of the expected timeline for the resolution.