

We're here to listen — Financial Products

Complaints, compliments and suggestions for improvement

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up-to-date with progress
- Being honest and open about the process

In line with our equality and diversity policy, we will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail on our promises, you may want to make a complaint, this leaflet tells you how to do it.

How to complain:

- By phone on 01772 666 122 or 01772 667 002 (out of hours)
- By sending a letter to the address below
- Emailing your complaints to **financial.services@placesforpeople.co.uk**
- Using the contact us form on our website at **www.placesforpeople.co.uk**

If you can't do this yourself, ask a friend or relative to complain for you.

1. We want to resolve your complaint straightaway and, in the majority of cases, the first person you speak to will usually be able to resolve things for you, after which you will receive a letter confirming the resolution of your complaint. If we've not been able to do that by the end of the third business day after we've received your complaint, we'll write to you to acknowledge your complaint and tell you who is dealing with it.
2. We will then keep you up to date while we are investigating your complaint, until we provide you with a formal resolution letter.

Alternatively, after receiving a summary resolution communication, you may exercise your right to refer your complaint to the Financial Ombudsman Service. Typically you have six months from the date of our summary resolution communication to do this.

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR

www.financial-ombudsman.org.uk
0800 0 234 567

Places for People Financial Services

18 South Rings Business Park
Craven Drive
Bamber Bridge
Preston
PR5 6B2

01772 666 122
01772 667 002 (out of hours)

Customer feedback form

Name

Address

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Daytime contact No.....

Email

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The details of your feedback will remain confidential to Places for People, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

Complaint **Compliment** **Suggestion**

Tell us about your feedback (use a separate piece of paper if needed):

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What do you think we should do?

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When you have completed this form, please return it to:

Places for People Financial Services
18 Craven Drive
South Rings Business Park
Bamber Bridge
Preston
PR5 6BZ

Thank you for your feedback, a member of the Customer Relations Team will be in-touch with you within three working days.

If you would like this document in another format or community language, for example in large print, braille or on tape, please contact our Customer Service Centre.

Tel: 0845 850 9571 or 01772 667 002
Email: equalityanddiversity@placesforpeople.co.uk