



**UK DEBT ADVISORS LTD**  
FINANCIAL FREEDOM YOU DESERVE

# Policy Complaints

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## Document Control

### Document History

Version	Date	Status	Description
V2.0	14/04/2021	Final	Updated Version

### Document Approval and Ownership

Name	Title	Approval	Date
Sam Bower	Compliance Manager	Rich Swann	14/04/2021
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## 1. Introduction

Resolving complaints effectively is an important way to identify and correct mistakes made in terms of the service and treatment provided to customers. This also helps our business to identify and address any common or systemic issues.

A complaint can be described as 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 alleges that the customer has suffered (or may suffer) financial loss, material distress or material inconvenience.

The FCA Dispute Resolution chapter in the FCA handbook (DISP) applies to all Consumer Credit firms.

### **Purpose**

This document sets out the Complaints Policy of UK Debt Advisors Ltd (UKDA).

UKDA aims to deliver the following outcomes:

- Effective complaints handling is central to the firm's culture to ensure that customers are at the heart of our business
- Viewing Complaints as an opportunity to identify issues and strengthen relationships with our customers
- Ensuring customers are kept up to date on the progress of their complaint
- Ensuring customers understand the outcome of their complaint and how it has been reached

### **Scope**

The scope of this policy will apply to all employees.

## 2. Complaints Procedure

To ensure that complaints are fairly, consistently and promptly dealt with, the Compliance Manager must be consulted in all cases, and will initiate any proposed course of action and/or correspondence. The Compliance Manager will be responsible for ensuring that any complaint is properly investigated and that the FCA Complaint handling rules are adhered to.

If a complaint identifies a systemic, recurring, or specific problem, the Compliance Manager and Head of Operations will discuss the complaint in detail to decide on any actions that should be taken to reduce the risk of further complaints.



### **3. Identifying the Complaint**

A complaint will involve an allegation from a customer or potential customer that they have suffered financial loss, distress or material inconvenience in the company's provision or failure to provide a financial service. If the recipient of the complaint is unsure if the customer is making a complaint, they should seek guidance from the Compliance Manager.

If a customer wishes to make a complaint, this can be made by any means for example, verbally, by telephone, or via a written communication via post, e-mail, or SMS.

In the first instance, the complaint should be handled by the adviser responsible for the customer, in consultation with the Compliance Manager where appropriate, and resolution of the complaint sought. The Compliance Manager should be made aware of the complaint so that the complaint can be logged on the complaint log.

Complaints should be resolved as soon as reasonably possible avoiding any delay to the customer whilst ensuring that the complaint is dealt with thoroughly.

### **4. Complaints Resolved within 3 business days**

If the complaint can be resolved by close of business on the third day following the date that the complaint was resolved, then a shorter complaint handling process can be used.

For a complaint to be considered resolved the customer must have confirmed that they have accepted the response. There is no requirement for the acceptance to be in writing from the customer.

Once the complaint has been deemed as resolved the Compliance Manager must be updated and will send a Summary Resolution Letter to the customer and update the Complaints log.

### **5. Complaints unresolved after 3 business days**

If the complaint has not been resolved within three business days, the Compliance Manager will acknowledge the complaint in writing promptly within five days of the complaint being received.

The Compliance Manager will diligently and impartially commence an investigation into the complaint considering all evidence supplied by the complainant and any learnings from previous complaints.

The investigation will be completed as soon as reasonably possible and the Compliance Manager will keep the customer informed of the measures being taken and any progress during the investigation.



If the investigation is still ongoing 4 weeks after the complaint was received a holding letter will be sent to the customer. The holding letter will explain the reason why it is not yet possible to resolve the complaint and provide assurance to the customer that a further response will be provided no later than 8 weeks of the date the complaint was received.

## **6. Final Response**

By the end of the 8 weeks the Compliance Manager will write to the customer and issue a final response. The final response will include the following information:

- Summary of the complaint
- Decision to accept or reject the complaint and the reasons for this decision
- Any offer of redress or remedial action
- Provide the customer with details that they have the right to refer the matter to the Financial Ombudsman Service (FOS) and their website address
- A copy of or link (if by email) to the FOS explanatory leaflet
- An indication on whether or not the relevant time limits to refer to the FOS will be waived

If it is not possible to send a final response within 8 weeks the Compliance Manager will write to the customer to explain the reasons for the delay and indicate when a final response can be expected. It will be made clear to the customer at this point that they can then refer the matter to the FOS if they are dissatisfied with the delay. A copy of or link (if by email) to the FOS explanatory leaflet will be included in this communication.

## **7. Complaint Forwarding**

If UKDA receives a complaint and believes that another firm is wholly or partially responsible for the complaint then the complaint (or part of it) will be forwarded promptly to the other firm and the Compliance Manager will send a final response to the customer to explain that the complaint (or part of it) has been forwarded. The customer should be provided with contact details for the other respondent who has been identified as responsible.

Where UKDA is partially responsible for the complaint the matter will be dealt with by UKDA in line with the complaints procedure.

Where UKDA receives a forwarded complaint this will be treated as though it was received directly from the complainant and in line with the FCA complaint time limits rules.

## **8. Closing Complaints**

UKDA will consider a complaint to be resolved when the complainant has indicated that they accept the response or when a final response has been issued. The complaints log will be updated with the date the complaint was resolved.

## **9. Record Keeping**

UKDA will retain records of complaints for three years from the date of receipt.

## **10. Root Cause Analysis**

Complaints are discussed at monthly compliance meetings where the root cause of the complaint will be examined. Policies and procedures will be reviewed and improved where necessary to prevent further customers being affected.

## **11. Awareness/Training**

UKDA ensures that all staff are familiar with the complaints procedure and this policy. An online Complaints training, and assessment module is completed by all staff on an annual basis.