

Greg Vaughan Financial Services

Complaints Process

First class customer service is central to my business and I want to know straightaway if you are unhappy with any aspect of my service.

My aim is deal with any expression of dissatisfaction quickly and courteously and to resolve matters with the minimum of delay.

How you can complain

You may complain to me by letter, email, telephone or in person. My contact details are given at the end of this document. I will treat your concerns the same whatever method you choose.

Who will deal with your complaint?

I, Greg Vaughan, will deal with your complaint in the first instance.

When you should complain

Your complaint should be submitted to me as soon as you have reasonable cause. If your complaint is submitted more than six months after you were aware you had reasonable cause to complain then I am not obliged to consider your case. However, it is most unlikely that I would refuse to do so.

How your complaint will be handled

You will receive an acknowledgement of your complaint within a maximum of five business days following receipt. In practice, I aim to acknowledge your complaint within twenty-four hours.

With the acknowledgement you will receive a copy of these procedures.

Within four weeks of receipt of your complaint, I will let you have my response. In practice, I will aim to resolve the matter as soon as possible. However, should further investigation time be necessary after four weeks, I will write to you to tell you of the progress I have made and when you can expect a final response.

Should your complaint still be outstanding after eight weeks, I will explain why and when I expect to issue a substantive response. At this stage, I will also inform you of your right to refer your complaint to the Legal Ombudsman, and how to do this, if you are dissatisfied with the delay.

Redress

Should your complaint be upheld and redress is due, I will ensure you receive fair compensation. This may involve a monetary payment or some other form of redress, such as the refund of a service fee. You will be asked to agree to any offer of redress in advance.

The final response

I will give a final response to your complaint in writing.

At this time, I will also inform you of your right to refer your case to the Legal Ombudsman for an independent assessment. I will provide the address, telephone number and email address of the Legal Ombudsman in that letter and the time-frame for making your referral.

Record Keeping

I will keep copies of all complaint documentation for the purpose of auditing and assessment by the Legal Ombudsman.

Questions

Do please contact me should you have any questions about this complaint process.

How to contact me

Mr G Vaughan
127 Imperial Court
Exchange Street East
Liverpool
L2 3AB

Telephone: 0778 863 0037

Email: greg@greg-vaughan.co.uk