

Moneysolve Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve your complaint being considered by the Operations Director, who will review your file and try to deal with the subject matter of your complaint. The operations director will usually seek help in the process by speaking to the customer services manager and reviewing the records we have in relation to your case.
3. The Operations Director will then invite you to a meeting at our offices to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Operations Director will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not wish to attend a meeting or it is not possible, the Operations Director will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Elizabeth Beesley, the Proprietor of the firm to review the Operations Director's decision. She will write to you with her suggestions as to how your complaint can be resolved. If you are still unhappy you can submit details of your complaint to the Financial Services Ombudsman at The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Tel: 0800 0 234 567 Web: <http://www.financial-ombudsman.org.uk>