

CUSTOMER COMPLAINTS PROCEDURE

We are committed to delivering the highest level of service, but if something does go wrong, we aim to work swiftly and fairly to put it right.

By letting us know when you have a problem, we can work with you to understand what's happened. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email. Our contact details are:

Address: **Richmond House, 105 High Street, Crawley, West Sussex, RH10 1DD**

Phone: **01293 529993**

Email: **info@connectukgroup.co.uk**

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

WHAT HAPPENS NEXT?

When we receive your complaint, we will:

Send you a written acknowledgement within three working days, this will outline who is responsible for investigating the issues raised.

Collate as much information as possible and liaise with the various departments involved to establish all the facts.

Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns, you will receive a written explanation for the delay.

ESCALATING THE COMPLAINT

Let us know if you feel your complaint has not been fully addressed. Your concerns will be acknowledged within three working days of receipt, and your complaint will be re-reviewed by a senior staff member.

Where possible, a final response will be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution and inform you of your right to appeal to a third-party.

CONFIDENTIALITY

All complaints are kept confidential and will be dealt with fairly. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved, and the complaint will be closed.

CONTACTING OUR INDEPENDENT REDRESS SCHEME

If you are not satisfied with the outcome issued within our final response, we advise that you contact our independent redress scheme.

An independent redress scheme is a free, independent body set up to resolve disputes between consumers and businesses—that have not been resolved internally. Their decisions are binding on both parties.

Connect UK Nationwide Ltd (TA: "Connect UK Management") is a member of the Property Redress Scheme (PRS).

Membership number: **PRS001386**

Office Address: **7th Floor Corn Exchange, 55 Mark Lane, London, England, EC3R 7NE.**

Website: **www.propertyredress.co.uk**

WHEN TO CONTACT

Independent redress schemes will only review complaints that have concluded with a final response from the agent, or if eight weeks have elapsed since the complaint was first made.

CONTACTING PROPERTY REDRESS

“Property Redress is committed to delivering independent, impartial, and transparent dispute resolution. Each case is considered on its own merits, ensuring a fair outcome for all parties involved.

When reviewing and resolving disputes, Property Redress applies a structured and impartial approach. Our decisions are based on a careful assessment of all available evidence, guided by [our] key principles and considerations”

- Property Redress – ‘How do we resolve disputes’

For more information on the Property Redress Scheme, visit their website (see previous page)

FINANCIAL OMBUDSMAN SERVICE

If you are unsatisfied with our final response of your formal complaint, you can complain to the Financial Ombudsman Service, so long as you are within the time limits (Typically 6 calendar months after final response).

You need to follow our complaints procedure before referring your complaint to the Financial Ombudsman Service. Please see their contact details below:

Address: **Exchange Tower, Harbour Exchange Square London, E14 9SR**

Email: **complaint.info@financial-ombudsman.org.uk**

Telephone: **08000 234 567**

Website: **financialombudsman.org.uk**