



## Wrights Recoveries UK Complaints Handling Procedure

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

We are committed to investigating and resolving complaints effectively, and as quickly as possible. In the unlikely event that you wish to make a complaint, please either call us on 0345 034 0012, put your concerns in writing to [Complaints@wrightsrecoveries.co.uk](mailto:Complaints@wrightsrecoveries.co.uk) or alternatively, you can post it to the following address:

Wrights Recoveries UK

Unit 14, President Buildings

Savile Street East

Sheffield

S4 7UQ

What will happen next?

We will acknowledge your complaint within 3 business days of receipt of your complaint. A full and fair investigation will take place and if the complaint is dealt with within the 3 business days, a Summary Resolution letter will be sent in writing or via email to you.

If a full investigation cannot be completed within three days, the investigation will be on going and will be completed within eight weeks. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

Our final response will:

- Provide you with a summary of the complaint, setting out the outcome of our investigation and our final view on the issues raised.
- State whether we acknowledge there has been a fault on the part of our business.
- Explain your right to refer your complaint to the Financial Ombudsman Service if you are unhappy with our response.

If more than 8 weeks from the date of your complaint has passed and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service (FOS)

Exchange Tower

London

E14 9SR

Or please see the Financial Ombudsman website:

<https://www.financial-ombudsman.org.uk/>

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.

Please visit <http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm> for information on how and when to complain. This comprehensive leaflet will provide all the info that you need to know prior to your complaint escalation.

Forwarded Complaints:

When we receive a complaint forwarded from a client, we will treat the complaint as if made directly to us and will investigate fully and the standard time limits will apply from the date we receive the forwarded complaint.