

Complaints Handling Procedure

We strive to ensure that all complaints are handled promptly, fairly and effectively in accordance with it. Complaints may be made in writing, by email, by telephone or in any other form in respect of a claims management service provided and that is regulated under the Compensation Act 2006.

In writing to: EKemp, Suite 4, Phoenix House, 100 Brierley Street, Bury, BL9 9HN

Via email to: redundancy@ekemploymentlaw.co.uk

By telephone on: 0161 871 0530

We strive to ensure that there should be no time that you should have any cause for complaint in relation to the service we provide to you. In the unlikely event that you wish to raise a complaint or have any other concerns with regard to any service we have provided you may submit a formal complaint. This procedure sets out the process which should be followed.

1. Complaints may be made in writing, by e-mail, by telephone or in any other form in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006. You should address your complaint to The Complaints Department.
2. We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business together with a copy of this complaints handling procedure. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint and will have authority to settle the complaint.
3. Within eight weeks of receiving a complaint we will send you either:
 - a) a final response which adequately addresses the complaint (including contact details for the Financial Ombudsman Service should you wish to make a complaint to them); or,
 - b) a response which:
 - i. explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response;
 - ii. Informs you that you may refer the handling of the complaint to the Financial Ombudsman Service if you are dissatisfied with the response, the timeframe for doing so and full contact details.
4. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.
5. In the event you remain unhappy with our final response or we do not provide a final response within eight weeks of your initial complaint, you are entitled to refer your complaint to the Financial Ombudsman Service at any time within six months of the date of any final response we provide.

The Financial Ombudsman Service will only act once all steps of our complaints handling procedures above have been followed.

Further details on the Financial Ombudsman Service are available at <https://www.financial-ombudsman.org.uk/consumer/complaints.htm>

The Financial Ombudsman Service can be contacted in different ways as follows. If you would like to complain to the Financial Ombudsman Service in writing, their address is:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London
E14 9SR

The Financial Ombudsman Service advises you do not send original documents as they scan any documents sent them and then destroy the originals.

Alternatively, if you would like to complain to the Financial Ombudsman Service by email complete the Financial Ombudsman Service's complaints form available on their website and email it to the Financial Ombudsman Service at complaint.info@financial-ombudsman.org.uk

Alternatively telephone the Financial Ombudsman Service on 0800 023 4 567. They are available between 8.00am and 08.00pm Monday to Friday and Saturday 09.00am to 1.00pm to answer your calls. All calls are recorded for training and monitoring purposes.