

# Complaints Procedure

a summary of our complaint  
handling procedure



## **IFDS Managers Complaint Handling Procedures**

We are sorry that you have had cause to complain to IFDS Managers. Your business is important to us and we endeavour to resolve any concerns fairly and promptly.

The following is a summary of how IFDS Managers deals with complaints:

Within two business days of receiving a complaint, you will receive an acknowledgement in writing from our Complaints Manager and a copy of our Internal Complaint Handling Procedures.

Our central complaints team will investigate complaints promptly, thoroughly and impartially within a reasonable time and you will receive a response as soon as possible. If we are unable to resolve a complaint within four weeks, we will advise you in writing indicating when a final response will be available.

In the unlikely event that we are unable to resolve a complaint within eight weeks, we will advise you in writing why we are still not in a position to make a final response and when we expect to be able to do so. We will also provide details of the Financial Ombudsman Service together with an explanatory leaflet. This will enable you, if you wish, to refer your complaint to the Ombudsman in the event that you are dissatisfied with the delay.

On receipt of our final response, should you remain dissatisfied, you may, if you wish, refer the matter to the Financial Ombudsman Service. A guide to the service will be provided to you and any referral to the service should be made within six months of the date of our final response.

