



## Complaints Policy

### 1. Purpose

The purpose of this document is to set out the processes by which the firm demonstrates and evidences its regard to, and compliance with, both legislation and guidance in respect of complaint identification and handling. The document considers what steps the firm is required to take to ensure that:

- Complaints will be identified and courteously acknowledged; comprehensively, independently and fairly investigated and where appropriate redress paid
- Customers understand that they have the right to complain to FOS if they are unhappy with the way that their complaint has been handled
- Customers are kept up to date
- The complaint handlers, compliance team members and those with the authority to approve offers of redress will keep up to date with FOS determinations and redress awards
- Complaints information will be recorded and reported to the FCA, emerging trends will be analysed, and remedial action taken.

The Financial Conduct Authority (FCA) defines a complaint as: 'Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the firm's provision'.

### 2. How and where to complain

A complaint does not have to be in writing, we accept complaints by telephone, email and post.

### 3. Who handles complaints?

Complaints received are immediately passed to the Complaints Officer.

### 4. How we respond to complaints

We aim to resolve your complaint within five business days following receipt of the complaint. If this is not possible, we will send an acknowledgment letter to the complainant (within four business days) and advise when a full response can be expected.



This letter will confirm that we have received the complaint and it is being dealt with. It will include the name and contact details of the Complaints Officer dealing with the complaint.

## 5. Summary Resolution Communication

If the complaint is resolved within five business days we will issue a summary resolution communication to the complainant. This will acknowledge the complaint and inform the complainant that the respondent considers the complaint to be resolved. The communication will provide the complainant with the details of the Financial Ombudsman Service (FOS) confirming that they can refer the complaint to them if they wish. Staff are trained by managers to know when complaints are within their remit to address or when they need to be escalated to the manager and or compliance.

## 6. Final response letter

The final response letter will explain our final position regarding the complaint. The letter will

- adequately address the subject matter of the complaint
- summarise the outcome of our investigations
- say whether we acknowledge any fault on our part
- offer redress if the complaint is upheld
- where redress is financial, provide the complainant with fair compensation for any acts or omissions for which we were responsible and comply with any offer of redress which the complainant accepts
- inform the complainant that they may refer the complaint to the FOS and/or the Finance & Leasing Association if they are dissatisfied with the final response and that they must do so within six months
- include a copy of the FOS's explanatory leaflet or link to find it on the web

There are three possible outcomes for a Final Response:

1. we accept the complaint and offer redress
2. we offer redress without accepting the complaint
3. we reject the complaint and give our reasons

\*Please note that redress will not always involve financial redress.



## 7. Final response delayed letter

If we require longer than eight weeks from receipt to investigate a complaint we will issue a final response delayed letter confirming that we are still investigating the matter and indicate when we expect to be able to provide a final response.

## 8. The Financial Ombudsman Service (FOS)

Our aim is to resolve all complaints internally, however if the complainant is not satisfied with our resolution, or if eight weeks have passed since the complaint was first brought to our attention, they may have the right to refer the complaint to the FOS. If the complainant wants the FOS to look into the complaint they must be contacted within six months of the date of any final response issued.

The contact details for the FOS are: The Financial Ombudsman Service, Exchange Tower, South Quay Plaza, 183 Marsh Wall, London, E14 9SR

Telephone 0300 1239 123 or 0800 023 4567 Monday to Friday 8am to 8pm and Saturday 9am to 1pm.

Further helpful information can be obtained from visiting the FOS website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The FOS offers a free, independent service and they can help with most complaints. However, there are some limitations on what the FOS can look into and further information about this can be obtained from them directly.

or

**In writing:** IPRAM Asset Finance Ltd Unit 6 Dalton Court Commercial Road  
Darwen BB3 0DG

**By telephone** – 01254 946926

**By email** – [info@ipramassetfinance.co.uk](mailto:info@ipramassetfinance.co.uk)