

UKELC & Co Limited - Complaints Procedure

UKELC & Co Limited endeavours to provide all clients with a thorough and professional service ensuring that their redundancy claim is dealt with in a timely and efficient manner. Any complaints however that we do receive will be treated as a priority and responded too as set out below.

If you/the claimant has an issue with the service provided and would like to complain then we ask that this is done as soon as the problem has arisen.

UKELC & Co Limited will ensure any client is aware of their right to make a complaint in writing to the business, in particular the Director, Chris Henry prior to signing any contract. Along with providing a copy of our internal complaints handling procedure and contact details for the Financial Ombudsman Service along with the timeframe for doing so and their full contact details.

Procedure

1. Please contact UKELC & Co Limited and advise us of your wish to make a complaint. Please use any of the contact methods made available to you (letter, phone, e-mail or in person).
 - a. By email: lan@ukelc.co.uk or chris@ukelc.co.uk
 - b. By phone: 0113 2669 722
 - c. By post: UKELC & Co Limited, Belmont House, Leeds, LS6 2AE
 - d. In person at UKELC & Co Limited Belmont House, Leeds, LS6 2AE
2. Once your complaint has been received it will be investigated by an individual who was NOT your prime contact throughout the claim process ensuring it is dealt with as fairly as possible. The complaint handler will be a Director or Shareholder of the business and will have full authority to make decisions on the outcome of the complaint.
3. If a complaint is received by UKELC & Co Limited the following protocol will take place.
 - a. The complaint will be made in a timely manner
 - b. The complaint will be responded to in writing within 5 days of receipt, giving the name of the complaints handler
 - c. The complaint will be investigated by a director or shareholder of UKELC & Co Limited and the complainant will be notified of the Investigators identity and will be provided with details of the businesses internal complaint handling procedure
 - d. At this stage the Investigator will outline the details of how the complaint will be dealt with
 - e. The investigator will have full authorisation to offer redress where appropriate
 - f. Responses to complaints will address adequately the subject matter of the complaint and where a complaint is upheld will offer redress
 - g. Within 28 days of the complaint being received the complainant will receive a final response explaining the Investigators findings in writing which will inform them of their right to complain to the Financial Ombudsman Service with the time frame for doing so along with their contact details as set out below; or
 - h. A response which:
 - i. Explains that UKELC & Co Limited is still not in a position to make a final response giving reasons for the further delay and indicate when we will be in a position to provide a final response; and
 - ii. UKELC & Co Limited will inform the complainant in writing that they are able to complain to the Financial Ombudsman Service giving them the timescales and contact details to do so, set out below.
4. If you are not satisfied with the way in which your complaint has been handled, then you have the right to contact the Financial Ombudsman Service who can be contacted in writing at:
 - a. The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR

- b. Or by telephone on 0300 123 9 123
- c. If you wish to refer your complaint to the Financial Ombudsman please be aware that they are able to investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem.
- d. If you wish to refer your complaint to the Financial Ombudsman this should be done within six months of the date of the Final Response letter received from UKELC & Co Limited.

UKELC & Co Limited will Cooperate fully with the Financial Ombudsman should any requests for information or assistance in relation to an investigation be required. We will also comply under section 147 of the Legal Services Act 2007 to supply any specified information or documentation to the Financial Ombudsman should it be requested. UKELC & Co Limited will also comply with any direction contained in a determination made by the Financial Ombudsman under section 137(2) of the Legal Services Act 2007 where the determination of the complaint has been accepted by the complainant and is binding and final.

We will hold details of any complaints received and handled and provide them to the Financial Conduct Authority, upon request.

UKELC & Co Limited will use all means necessary to ensure a satisfactory outcome to the complaints process and do everything within their power to give the complainant the answers and outcomes they seek, whilst dealing with all complaints in compliance with the Financial Ombudsman's and Financial Conduct Authority's rules and guidance.