


## Complaints Procedure & Our Commitment To You

At AccountsPortal each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times. Unfortunately this sometimes does not happen, and we would like to know about it.

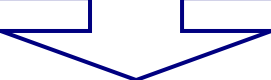
We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

### AccountsPortal Complaints Procedure


1) We will acknowledge your complaint promptly on receipt.



2) We will investigate your complaint and endeavour to send you a personalised final response to you within 15 business days of receipt of your complaint. If we are unable to provide you with a final response within this time we will write to you explaining why and advise you when you can expect a final response.



3) We will then send a personalised final response to you within 35 business days of receipt of your complaint.



4) If more than 35 days 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 may have the right to ask the Financial Ombudsman Service to review the matter. We will provide details if you are an eligible complainant. Alternatively you can write to:

Financial Ombudsman Service (FOS)  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Email them at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

View their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or  
Telephone on **0845 080 1800**

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