

CUSTOMER COMPLAINTS POLICY

1. Definitions

1. In this Complaints Policy the following expressions have the following meanings:

“Appeal”	means your request to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;
“Appeal Handler”	means an employee of Provestor Accounts Ltd working at supervisor/managerial level who will handle Level Two Complaints;
“Business Day”	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business;
“Complaint”	means a complaint about our customer service, or about our employees, agents or subcontractors;
“Complaints Form”	means our standard complaints form for use by customers;
“Complaint Handler”	means an employee of Provestor Accounts Ltd working in the Customer Service Team who will handle Level One Complaints;
“Complaints Policy”	means this document;
“Complaints Procedure”	means the internal complaints handling procedure of Provestor Accounts Ltd which is followed when handling a Complaint and is available for your reference if desired;
“Complaint Reference”	means a unique code assigned to your Complaint that will be used to track your Complaint;
“External Resolution”	means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome at Level Two;
“Level One”	means the first stage in our complaints handling procedure under which your Complaint will be handled by a Complaint Handler; and
“Level Two”	means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by an Appeal Handler.

2. Purpose of this Complaints Policy

1. Provestor Accounts Ltd welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our customer service, or about our employees, agents or subcontractors, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.
2. It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
 1. To provide a clear and fair procedure for any customers who wish to make a Complaint about Provestor Accounts Ltd customer service, or about our employees, agents or subcontractors;
 2. To ensure that everyone working for or with Provestor Accounts Ltd knows how to handle Complaints made by our customers;
 3. To ensure that all Complaints are handled equally and in a fair and timely fashion;
 4. To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy Covers

1. This Complaints Policy applies to the provision of services by Provestor Accounts Ltd, to our customer service and to our employees, agents or subcontractors.
2. For the purposes of this Complaints Policy, any reference to Provestor Accounts Ltd also includes our employees, agents or subcontractors.
3. Complaints may relate to any of our activities and may include (but not be limited to):
 1. The quality of customer service you have received from Provestor Accounts Ltd;
 2. The behaviour and/or professional competence of our employees, agents or subcontractors;
 3. Delays, defects, poor workmanship or other problems associated with the provision of services by Provestor Accounts Ltd.
 4. The following are not considered to be Complaints:
 1. Concerns or issues which can be easily resolved to your satisfaction by initial direct contact, either by email or by phone.
 2. General questions about our services;
 3. Matters concerning contractual or other legal disputes;
 4. Formal requests for the disclosure of information, for example, under the Data Protection Act;

4. Making a Complaint

1. All Complaints, whether they concern our customer service, or our employees, agents or subcontractors, should be made in one of the following ways:
 1. In writing, addressed to Customer Services Team, Provestor Accounts Ltd, Derwent Business Centre, Clarke Street, Derby DE1 2BU using our Complaints Form in section 9;
 2. By email, addressed to complaints@Provestor.co.uk using our Complaints Form in section 9;
 3. By contacting us by telephone on 0800 033 7827

2. When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 1. Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
 2. If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
 3. If you are making a Complaint about a particular employee, agent or subcontractor of ours, the name and, where appropriate, position of that employee, agent or subcontractor;
 4. Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
 5. Details of any documents or other evidence you wish to rely on in support of your Complaint;
 6. Details of what you would like Provestor Accounts Ltd to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

5. How We Handle Your Complaint

1. Provestor Accounts Ltd operates a two-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are still not satisfied at the end of Level Two, Complaints may progress to External Resolution as detailed below.
2. Level One:
 1. Upon receipt of your Complaint, we will log the Complaint and will acknowledge receipt of it within 1 business day, giving you a Complaint Reference.
 2. When we acknowledge receipt of your Complaint we will also provide details of your Complaint Handler.
 3. If your Complaint relates to a specific employee, agent or subcontractor, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication involving the complaint between you and the employee, agent or subcontractor in question should take place only via the Complaint Handler while we are working to resolve it.
 4. If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
 5. We aim to resolve Level One Complaints within 5 business days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it. In any case, we will consider your case within 15 business days if it involves payment services or electronic money, or 8 weeks if any other subject matter.
 6. At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that

investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.

3. Level Two:

1. If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 30 days, and have the complaint escalated to Level Two.
2. Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged within 3 business days. When we acknowledge receipt of your Appeal we will also provide details of your Appeal Handler.
3. If your Complaint relates to a specific employee, agent or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee, agent or subcontractor in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee, agent or subcontractor in question directly concerning the Complaint while we are working to resolve it.
4. If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
5. We aim to resolve Level Two Complaints within 10 business days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it. In any case, we will consider your case within 15 business days if it involves payment services or electronic money, or 8 weeks if any other subject matter.
6. At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint.

4. External Resolution:

1. If you are not satisfied with the resolution of your Complaint at Level Two you may seek External Resolution of your Complaint. As we are regulated by the Financial Conduct Authority (FCA) you have the right to utilise the Financial Ombudsman Service. For details of complaint and conflict resolution mechanisms available from the Financial Ombudsman Service please visit <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>. You should make contact with them within 6 months of your receipt of our final response..

6. Confidentiality and Data Protection

1. All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees, agents or subcontractors of Provestor Accounts Ltd who need to know in order to handle your Complaint.

2. We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting your Complaint Handler or Appeal Handler.
3. All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of The General Data Protection Regulation (EU) 2016/679 and the Data Protection Act 2018 and your rights under that Act.
4. If your Complaint involves an issue with use of your personal data, please refer to our Privacy Policy which you can find on our website.

7. Questions and Further Information

1. If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact the Company Compliance Officer, Provestor Accounts Ltd at complaints@Provestor.co.uk or write to Company Compliance Officer, 1 Derwent Business Centre, Clarke Street, Derby DE1 2BU.

8. Policy Responsibility and Review

1. Overall responsibility for this Complaints Policy within Provestor Accounts Ltd and the implementation thereof lies with the Company Compliance Officer, Provestor Accounts Ltd.
2. This Complaints Policy is regularly reviewed and updated as required.

9. Complaint Form

1. To handle your Complaint effectively and efficiently, please provide information requested as shown below.

Complaint Form	
Complaint Originator's Name:	
Address:	
Phone No.:	
email:	
Preferred method of communication:	
Is Complaint being handled by a Third Party? If so enter all details above too:	Yes/No
If the Complaint relates to a particular employee, agent or subcontractor, the name and, where appropriate, position of that employee, agent or subcontractor:	

Summary of Complaint: including, as appropriate, all times, dates, events, and people involved:	
Details of any documents or other evidence on which in support of the Complaint:	
Details of how you would like us to resolve your Complaint:	
Additional Comments	