



PENSION CLAIM SERVICE – Complaints Policy

6TH FLOOR | FOUNTAIN HOUSE | FOUNTAIN STREET |
MANCHESTER | M2 2EE

At DRSP Limited we do everything we can to provide you with the best possible service, but at the same time we appreciate that there may be times when you feel that we have not quite lived up to your expectations.

If you are not happy about any part of our service, we would like to know. That way we can do something about it and use your feedback to improve the service we provide to all our customers. Whatever your concern is, please tell us and we will do what we can to fix it.

In the unlikely event you need to make a complaint, you can do so as follows:

In writing:

FAO: Customer Services Manager, DRSP Limited, 6th Floor, Fountain House, 83 Fountain Street, Manchester, M2 2EE

By Phone: 0800 849 5078

By email: complaints@drspclaims.co.uk

We reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.

Once we understand your complaint, we will do all we can to put things right. If we cannot fix a complaint immediately, we will respond to a complaint within 5 business days with a written or electronic acknowledgement and identify to you the person who will be dealing with the complaint.

Within four (4) weeks of receiving a complaint, we will send you either:

- a) A final response which adequately addresses the complaint; or
- b) A holding response, which explains why we are not yet able to resolve the complaint and indicate when we will make further contact with you.

Within eight (8) weeks of receiving a complaint we will send you either:

- a) A final response which adequately addresses the complaint; or
- b) A response which:
 - I. Explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
 - II. Informs you that you may refer the handling of the complaint to the Financial Ombudsman if you are dissatisfied with the delay.

Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress, which you accept. Appropriate redress will not always involve financial redress.

If you are not satisfied with our response, or if a complaint is not resolved after 8 weeks, you may refer your complaint to:

Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9DSR.
www.financialombudsman.org.uk