

## **Complaint Handling Process**

As part of our commitment to providing a high level of service, Integrated Contact Solutions Ltd has a formal complaints procedure. Whilst we hope you will not have reason to complain about our services, if you do feel the need to bring something to our attention please follow the steps as detailed below.

1. In the first instance you should contact us on 0113 350 8855 or write to us at

Complaints Manager  
Integrated Contact Solutions Ltd  
4100  
Park Approach  
Thorpe Park  
Leeds  
LS15 8GB

Email: [complaints@imfs.co.com](mailto:complaints@imfs.co.com)

2. To assist us to deal with your complaint as quickly as possible, please provide us with the following information:
  - Your full name, address including postcode, account number and your contact telephone number
  - Full details of your complaint
  - What you would like us to do to put things right
  - Copies of any documentation you feel may be relevant to your complaint
3. An acknowledgement of your complaint will be sent to you within 2 working days of receipt, with a copy of our Complaint Handling Procedure for your reference. .
4. We will investigate your concerns fully and keep you informed of the progress
5. We will try to resolve your complaint within 8 weeks, keeping you informed of progress during this time.
6. We will then write to you with a final response and conclusion which we hope will resolve the complaint to your satisfaction.
7. In the unlikely event that you are not satisfied with our final response, details will be provided about how you can contact the Financial Ombudsman Service to pursue the matter further.