

Complaints Procedure

Call Connection is committed to providing a high quality of service to its customers. In the event that you are dissatisfied with any part of the service you receive, the below complaints procedure shall be used in order to resolve any issues in a fair and prompt manner.

Contacting us

You can make a complaint through any of the below channels:

- i. Via telephone, please call: **0800 083 7533**
- ii. Via email, please email: complaints@callconnection.com
- iii. Via post, please send your complaint to:
***The Compliance Manager
Call Connection Ltd
Saxon house
1 Cromwell Square
Ipswich
Suffolk
IP1 1TS***

Information we require from you

In order that we can deal with your complaint effectively we shall require the following information from you:

- i. Your full name
- ii. Your full postal address, including postcode
- iii. A contact telephone number
- iv. A detailed summary of your complaint

Call Connection's Responsibilities

If a complaint is a verbal complaint, it may be possible for Call Connection to resolve the issue immediately with you over the phone. If a complaint is resolved on the initial complaint call, the manager handling the complaint shall ensure that you are satisfied with the resolution and close the complaint.

When a verbal complaint is not immediately resolved, or a written complaint has been received, the manager handling the complaint will investigate further. This may involve contacting you for further information or listening to call recordings if available.

If a complaint is unable to be resolved verbally, Call Connection shall have 5 working days in which to investigate. If longer is required, the manager who is handling the complaint shall contact you to advise them of a proposed resolution date.

Within 20 business days from receipt of the complaint, Call Connection shall provide you with its final decision and findings. This may be either through a telephone conversation, via post or email and shall be agreed with both parties. The complaint will then be closed.

If you are dissatisfied with the outcome of the complaint, you have six months from the date of the complaint letter to raise the complaint with the Financial Ombudsman Service, whom can be contacted at:

**The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR**