



Complaints Handling Policy

Reviewed November 2017

Help us to put things right

Currency UK Limited is committed to delivering an efficient and professional service. We aim to provide prompt, courteous, helpful, open and informative advice. We are always keen to hear the views of our customers, particularly the general public, about our performance generally – what we do right and what we do wrong.

We recognise that, like all organisations, from time to time things can go wrong, and we do not provide the Standards of Service that we have set ourselves. We are especially keen to hear about such instances since they provide us with an opportunity to put things right and to learn from our mistakes. That way, we can get it right next time.

Types of complaint handled

Handling complaints quickly, fairly and helpfully is a key part of our approach to service delivery. Examples of complaints about a service provided by Currency UK Limited might include dissatisfaction with:

- Our quality of service and customer care
- The way in which we respond to an enquiry, or the time that we took to respond
- Our processes
- Any technical issues you may have experienced with our online or phone systems
- Concerns regarding the security of your data
- Concerns regarding the security of your funds
- A denial of a request for information made under the Freedom of Information Act

We accept that sometimes things go wrong and we do not provide the quality of service expected from us. When this happens we endeavour to ensure that making a complaint is as easy as possible, treat the complaint seriously regardless of the method in which the complaint is made and deal with it promptly and appropriately. In all times, we use your feedback to continuously improve our services.

How to complain

In order to ensure that you do not experience any difficulty in making a complaint, should you wish to, you can contact us via telephone, email, letter or via our website. If you wish to email in, please provide a telephone number so we can contact you via phone should we need to.

What happens next?

We will use our best endeavours to treat complaints thoroughly, fairly, and investigate them sensitively. We aim to respond to complaints as soon as possible, usually within 3 working days from the date of receipt. If this is not possible - for instance due to a further detailed investigation is required - we will give you an interim response which will tell you what is being done to deal with your complaint, when you can expect the full reply and from whom.



Upon receipt of a complaint, we will provide written acknowledgement within 3 business days (business days are Mon-Fri excluding bank holidays). This will highlight details of our Complaints Procedure and your right to refer the complaint to the Financial Ombudsman if you are dissatisfied with our assessment and ruling.

Your complaint will be referred to the department head who will contact you within 3 business days of the acknowledgement with regards to a solution. This will clarify the steps we are taking to rectify the situation. Once your issue has been resolved, we will contact you one final time to ensure you are satisfied with the solution.

Our first response to your complaint should resolve your problem; however, if you are unhappy with our reply, or need further help, you can write to Currency UK Limited' Complaints Officer, Alex Coates, who will consider the issues afresh, and try to resolve them.

If, for whatever reason, Currency UK Limited is unable to resolve the complaint then we will issue what is called a Holding Response. A Holding Response is issued in situations where it is beyond our capabilities to provide an indication of when and how you can expect to hear from us again. In the event that you receive a Holding Response, one of Currency UK's Managing Directors will contact you to discuss the matter personally.

If, even after this stage, you remain dissatisfied with the response you may wish to contact the Financial Ombudsman Service (FOS) for further advice and guidance. This will not affect your legal rights.

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR
Telephone No.: 0845 0801800
Email address: Complaint.info@financial-ombudsman.org.uk

Monitoring of Complaints

Currency UK Limited is required by the FCA to keep detailed documentation on individual complaints. We are required to report relevant complaints to the FCA and also to our Insurer on a regular basis. Private information will not be shared with any 3rd parties and we comply with the Data Protection Act 1998. These details include:

- The nature, date and method of communication of the complaint
- The complainant's name and email.
- What the outcome of the complaint was as well as the process followed internally.
- Whether the complaint was upheld or refuted
- Whether the complaint was closed (addressed to complainant's satisfaction) or whether it remains open and outstanding
- What financial redress or other significant outcome resulted from the complaint



More information on FOS

If after contacting all parties you remain dissatisfied with the outcome of the complaint then you may seek redress through the Financial Ombudsman Service (FOS) and ultimately the courts if you so wish. In each instance, we would record upon the complaint file what advice was provided and we would reclassify the complaint to note that it has been 'Investigated but not resolved'. Such claims have been deemed to be investigated by Currency UK Limited and reported to the FCA on this basis. The FOS is an independent and government-backed service designed to help retail consumers and small commercial businesses (annual turnover of less than £1 million) who find themselves in a dispute with a financial organisation such as us.

It is a free service and it can be contacted at any point in a dispute providing the complainant has first contacted the financial organisation with whom the dispute relates to. Most cases are resolved within a 6-month period however some inevitably take longer (depending on the nature and complexity of the case). The FOS can consider complaints about a wide range of financial matters – from insurance and mortgages to savings and investments. They are not a regulator or trade body or a consumer champion – their role is to take an objective standpoint and help settle disputes.

Consumers do not have to accept any decision made by the Financial Ombudsman and at all times the consumer has the right to seek redress in a court should they so wish. However if the Ombudsman decision is accepted by the complainant then it is binding both the firm and the complainant. To contact the FOS, consumers should write or telephone or email their situation to:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Telephone No.: 0845 0801800
Email address: Complaint.info@financial-ombudsman.org.uk

More information on the FOS can be obtained by visiting www.financial-ombudsman.org.uk