

## Complaints Handling Procedure

The following complaints procedure is made available to every customer upon request, and will be published on any website owned and operated by our Firm:

At SW Reclaim we do everything we can to make sure our customers get the best possible service. However, sometimes we don't get things right first time. If you're not completely happy with our service we'd like to hear about it so that we can do something to put it right. You can tell us about your concerns by any of the following:

In writing:

Please address your letter to the Complaints Manager at:

SW Reclaim, First Floor Offices, Express Network 3, 6 Oldham Road, Manchester, M4 5DE

By Telephone:

0161 470 9200

By Email:

Info@swreclaim.co.uk

### **Procedure**

Our aim is to handle your complaint fairly, consistently and quickly. In order to do this, it will help if you provide as much information as possible and detail how you would like us to resolve the problem. If we uphold your complaint, we will apologise and we will explain what went wrong. Wherever possible, we will take the necessary steps to prevent the problem re-occurring.

We will acknowledge receipt of the complaint within 5 working days. We will provide you with our final response to your complaint within 8 weeks.

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

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Tel: 0300 123 9 123 or 0800 023 4567.

They're available between 8am to 8pm Monday to Friday, and from 9am to 1pm on Saturdays.

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Visit: [www.financial-ombudsman.org.uk/consumer/complaints.htm](http://www.financial-ombudsman.org.uk/consumer/complaints.htm)