



# COLLEGIA PARTNERS LIMITED COMPLAINTS POLICY

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This document helps you to understand how to send a formal complaint to Collegia. You should read this document carefully so that you understand the entire process.

Keep it safe for future reference.

# INTRODUCTION

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At Collegia it is all about our members. That is the reason why we strive to ensure that we provide a service level that is best for all our members. On occasions we do not meet the expectations of our customers.

This document summarises how we will treat a complaint or express of dissatisfaction. As such, please read this document carefully.

## Contact details for complaints

You should contact us promptly if you are dissatisfied with any aspect of our services:

Phone: **01865 416076**

Email address: **complaints@collegia.co.uk**

Write: **Collegia Partners Limited, Buxton Court, 3 West Way, Oxford, OX2 0JB**

## 1 How long it takes?

Once we receive any member complaint, we will endeavour to adhere to the following set of timescales. We aim to deal with all complaints (either verbally or in writing) within close of two working days after receiving your complaint but we will do our best to send an initial response within 24 hours. If your complaint is received after working hours or on a non-working day, it will be deemed received on the next following working day.

For this complaints that involve more complex issues, we will aim to send you a full response within 10 working days. We will ensure that any customer that has made a complaint is kept informed on an ongoing basis of the progress of measures we are taking to resolve the complaint.

In case your complaint proves to be particularly complex and we have been unable to reach a conclusion, we will issue you with a final response in accordance with the Financial Conduct Authority's complaints handling procedures, within 8 weeks of receipt of your complaint.

When a complaint is resolved, we will send you a summary resolution communication: a written communication which refers to the fact that you made a complaint and informs you that we now consider the complaint to have been resolved. The communication also informs you that, if you are not still satisfied, you may refer to your complaint to the Financial Ombudsman Service. You can refer your complaint within 6 months of receiving the final response or lapse of 8 weeks from the date of your initial complaint in case no response has been given. Contact details are:

Phone: **0800 0234567** or **0300 123 9123**

Email address: **complaint.info@financial-ombudsman.org.uk**

Write: **The Financial Ombudsman Service, Exchange Tower, London E14 9SR**

Website: **<https://www.financial-ombudsman.org.uk/contact-us/complain-online>**

## **2 Want more information?**

You can find more information on the Financial Ombudsman Service website. This Complaints policy will be updated from time to time to reflect ongoing compliance requirements and changes in complaints handling rules of the Financial Conduct Authority, or otherwise to improve our responsiveness to our customers and their concerns.