



T: 0141 249 9779  
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E: sales@resolvecall.co.uk  
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Spectrum House,  
55 Blythwood St,  
Glasgow, G2 7AT

## OUR CONDUCT AND COMMITMENT ON COMPLAINT HANDLING

### Helping us to right a wrong...

#### Our Conduct

When our services or people have fallen short of our standards, we want to know. We don't always get it right and want to learn from our mistakes. For this reason, we take our complaints seriously. We will investigate our customers' concerns and use the outcome and any learnings to continually improve our business practices. We aim to treat customers fairly and in-line with our corporate culture where customers are at the heart of our business, this includes the way we handle our complaints.

#### Our Commitment

Whilst we wish to treat our customers fairly, this does not mean treating all customers in the same way. Our complaint handling is not a "one size fits all" and we sometimes will have to seek information from 3rd parties or our customers themselves. This is not to delay the process but understand individual circumstances which will help us with our investigation and decide the right outcome. Our investigations are impartially conducted by our bespoke complaint handling team who will commit to the following:-

#### Complaint Handling

On receipt of a complaint, we will:-

- Suspend all collection activity (where you have an account with us). This means all "collection" calls and written communications will be suspended until the complaint has been fully investigated and the outcome communicated to you;
- Acknowledge your complaint within 5 working days of receipt;
- Resolve complaints as soon as possible;
- Our acknowledgement letter and "final response" letter includes our understanding of what you are complaining about. If our understanding differs from yours, please contact us as soon as possible, to allow us to address all of your concerns;
- Conduct a full and impartial investigation into your complaint;
- Send an update to you 4 weeks from receipt of your complaint, if we have not completed our investigations;



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Calls may be recorded for training and monitoring purposes.





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- Send a “final response” to you within 8 weeks of receipt of your complaint. However, in exceptional circumstances where the investigation is taking longer than expected, we will write to you explaining the reason for the delay, when we expect to provide the “final response” and details of who you can complain to should you be unhappy with the way we have handled your complaint.

## Contact Us

If you wish to discuss your complaint or any of the information supplied within this leaflet, please do not hesitate to contact us:-

### By telephone

Customers can call us on 0141 243 4842, calls will cost no more than 5p per minute from a BT landline, however calls from other service providers and mobiles may cost more.

Customers from The Republic of Ireland can call us on 0818 333 858, calls to this number will be charged at a local rate, however calls from mobiles may cost more.

### By post

Complaints Team  
Resolvecall Ltd  
Spectrum House,  
55 Blythswood Street,  
Glasgow,  
G2 7AT

### By email

Email us at [complaints@resolvecall.co.uk](mailto:complaints@resolvecall.co.uk)

### Face to face

Customers can also raise a complaint directly with one of our “field” representatives during a home visit.



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## What if I am not happy with the way you have handled my complaint?

We aim to come to a fair decision on the outcome of every complaint, however in some circumstances you may not agree with our decision. Should this occur, our final response/8 week letters provide details of where you can escalate your complaint.

The escalation “rights” to whom a customer can refer their complaint may differ depending on the industry sector in which your complaint refers to e.g. financial services/utilities etc.

## Financial Ombudsman Service (Escalation/Referral Rights)

Escalation rights to the Financial Ombudsman Service (FOS) may be given. They were set up by Parliament to sort out individual complaints that consumers and financial businesses aren't able to resolve themselves. Their service is free and anyone can complain on your behalf.

There are time limits in which you can escalate your complaint to FOS and it is essential that you are aware of these to ensure your complaint can be fully considered.

For more information on FOS:-

**Phone:** 0800 0234 567 (free from fixed & mobile lines)

**Web:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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

**Post:** Financial Ombudsman Service, Exchange Square, London E14 9SR

## Credit Services Association (CSA)

We may also provide escalation rights to the CSA who acts as our trade body. As a member of the CSA, we are obliged to adhere to their Code of Practice.

For more information on CSA:-

**Phone:** 0191 217 0775

**Web:** [www.csa-uk.com](http://www.csa-uk.com)

**Email:** [info@csa-uk.com](mailto:info@csa-uk.com)

**Post:** Credit Services Association, 2 Esh Plaza, Sir Bobby Robson Way, Great Park  
Newcastle Upon Tyne, NE13 9BA



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