

SPACEMAKER FCA COMPLAINTS PROCEDURE

Introduction

This document sets out the procedure that our organisation follows when dealing with complaints from customers. Our organisation is authorised and regulated by the Financial Conduct Authority (FCA) and is committed to complying with its requirements in relation to complaints handling. This procedure applies to all complaints received from customers relating to our regulated activities.

Definition of a Complaint

For the purposes of this procedure, a complaint is defined as any expression of dissatisfaction, whether oral or written, and whether justified or not, from, or on behalf of, a customer about our provision of, or failure to provide, a financial service or product. A complaint can also be made about the way in which we have handled a previous complaint.

Procedure for Handling Complaints

Our procedure for handling complaints is as follows:

Acknowledgement: We will acknowledge receipt of a complaint in writing within 5 working days of receiving it, providing the customer with the name and contact details of the person handling their complaint.

Investigation: We will investigate the complaint promptly and impartially. We will gather all relevant information and evidence, and consider all aspects of the complaint to reach a fair and appropriate outcome.

Response: We will provide the customer with a full written response to their complaint within 8 weeks of receiving it. Our response will include:

- a. A summary of the complaint and our investigation
- b. Our conclusions and any redress that we propose to offer
- c. Information on the Financial Ombudsman Service (FOS), including how to refer the complaint to them if the customer is dissatisfied with our response.

FOS referral: If the customer is not satisfied with our response, they may refer their complaint to the FOS. We will provide them with the necessary information and guidance to do so.

Record keeping: We will keep a record of all complaints received, including details of the complaint, our investigation, and any redress offered.

Learning and Improvement: We will use complaints data to identify any recurring issues and to improve our products and services where necessary.

Conclusion

Our organisation is committed to providing a high level of service to our customers, and to dealing with complaints promptly, fairly and transparently. We will comply with the FCA's requirements in relation to complaints handling, and will use complaints data to improve our products and services where necessary.

Please direct any complaints to Spacemaker Bedrooms Ltd

By Telephone:

01268 472020

By email:

complaints@spacemakerfurniture.co.uk

By post:

Spacemaker Bedrooms Ltd

Paycocke Road

Basildon

Essex

SS14 3NW