

# **RSM 2000 Ltd**

## **Complaints Procedure – Consumer Credit Regulated Activities**

### **Complaints Procedure**

At RSM 2000 Ltd we endeavour at all times to deliver a professional, caring and courteous service to all our customers. If you feel that we have not lived up to this promise we would like to hear from you. Our Complaints Procedures is explained below and a hard copy form is available on request from our Head Office at RSM 2000 Ltd, Wrest House, Wrest Park, Silsoe, Bedford MK45 4HS.

### **Making a Complaint**

Clients can express dissatisfaction about the advice they have been given regarding the use of a particular product provider. We will need to establish whether or not your complaint relates to the advice given, or the service or performance of the system/service provided or the performance of the product provider.

You can make a complaint via any of the methods listed below

### **Telephone**

You can contact us on our phone number(s) listed below

Main Office Telephone Number : 01525 862 555

### **Write to us**

Letters can be addressed to the Complaints Manager at

RSM 2000 Ltd  
Wrest House  
Wrest Park  
Silsoe  
Bedford  
MK45 4HS

### **What will happen when you complain?**

- We will treat your complaint fairly and impartially
- We will seek to investigate and resolve any complaint as quickly as possible.
- If we have made a mistake we will apologise and offer redress or remedial action wherever possible.
- If we reject your complaint we will explain why it has been rejected and what options remain available to you.
- We will review what happened and if necessary change the way we do things to avoid making the same mistake in the future

If you are dissatisfied with any aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a manager who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible.

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For all complaints we will acknowledge your complaint promptly and write to you again with a Final Response to your complaint, in most cases within 8 weeks from receipt of your complaint

### **Financial Ombudsman Service**

If you are still not satisfied with our final response, you may be entitled to refer your complaint to the Financial Ombudsman Service [FOS]. You must do so within 6 months of receiving our final response. You can contact them at:

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Tel: 0845 080 1800. We will send you a copy of the FOS consumer information leaflet with our final response.