



## **Complaints handling procedures**

**May 2025**

## **Your right to complain**

We take care to maintain high standards of service. If we are aware of client concerns or unease, we give priority to resolving the matter as quickly as possible. To assist with this process, we have prepared procedures to ensure that complaints are handled fairly and within reasonable timescales.

### **Complaints contact:**

If you are unhappy with our services, please contact us using the details below.

Contact           **Reema Maru**  
By phone         **020 3039 3455**  
By email         [complaints@alliacc.com](mailto:complaints@alliacc.com)  
By post          **Cheyne House, Crown Court, 62-63 Cheapside, London EC2V 6AX**

### **What we do when a complaint is received**

Where possible, we will try to resolve your concerns within three business days of receiving your complaint. We aim to assess any complaint fairly, consistently and promptly.

#### **If we can resolve your complaint within three business days, we will:**

- Contact you by the end of the third business day of receiving your complaint, confirming how we have dealt with it in writing.

#### **If we cannot resolve your complaint within three business days, we will:**

- Write to you usually within five business days, to acknowledge your complaint and to let you know when we expect to be able to issue a full response.
- A senior person, who is independent of the case, will investigate your complaint. You will be given their name and contact details.
- Investigate your complaint further. We may also write to you if further information is required. We will keep you informed of the progress of the complaint investigation. We aim to complete our investigation within eight weeks of receiving your complaint.

After eight weeks, if a final response letter has not already been sent to you, you will receive:

- A final response letter detailing our investigation, conclusions, whether your complaint should be upheld or not and whether any corrective action or redress may be suitable. This letter will also confirm that if you remain dissatisfied with our final response, you may refer your complaint to the Financial Ombudsman Service (FOS) within six months of the date of our final response letter, otherwise you would lose this referral right. A link to the FOS leaflet '[Want to take your complaint further?](#)' will be enclosed, if not already supplied.

OR

- A response that we are still not able to provide a final response, giving the reasons for the further delay and indicating when we expect to be able to provide a final response. We will also inform you that you may refer your case to the FOS if you are dissatisfied with the delay. A link to the FOS leaflet '[Want to take your complaint further?](#)' will be enclosed, if not already supplied.

### **If you are unhappy with our response**

If you are not happy with our response, you may refer your complaint to the FOS free of charge, who may be able to help. We will provide full details of how to do this when we write to you.