swiftfox

Complaints Handling Policy

Corporate Governance & Compliance Policies

Complaints Department
Swiftfox, Wyldecrest House,
London Road, Grays, England,
RM20 3AT

E: support@swiftfox.co.uk
T: 0333 880 9760
W: swiftfox.co.uk

1. Policy Statement

Swiftfox is committed to providing a high level of service to our clients. However, we acknowledge that there may be instances where clients are dissatisfied. In such cases, we are committed to dealing with these complaints fairly, efficiently, and effectively.

2. How to Make a Complaint

Clients can make a complaint via the following methods:

Email: support@swiftfox.co.uk
Phone: 0333 880 9760
Mail: Complaints Department, Swiftfox, Wyldecrest House, London Road, Grays, England, RM20 3AT

3. Complaints Handling Procedure

A. Receipt of Complaint: Upon receiving a complaint, we will acknowledge receipt within 3 business days.

B. Investigation: A thorough investigation will be conducted into the circumstances of the complaint. This process may involve contacting the client for further information.

C. Response: After the investigation, Swiftfox will provide a formal written response. We aim to resolve complaints within 15 business days of receiving them. If this is not possible, we will update the client on the status of their complaint and provide an estimated resolution time.

D. Escalation: If the client is not satisfied with the initial response, the complaint can be escalated to a senior manager for review.

4. Record Keeping

Swiftfox will maintain a record of all complaints and the outcomes. These records will be used to improve our services and processes.

5. Confidentiality:

All complaints will be handled confidentially, in line with our Data Privacy and Security Policies.

6. Regulatory Compliance

This policy is in compliance with applicable UK financial services regulations and standards.

7. Continuous Improvement

Swiftfox is committed to continuously improving its complaint handling process and regularly reviews this policy for effectiveness.