



Registered and Trading Office: Haverley House Cottage, Seaton, Seaham, England, SR7 0NQ.
Tel: +44 191 5359050 Mob: +44 7436 863456 Email: Info@uwc.services

COMPLAINTS POLICY

COMPLAINTS HANDLING PROCEDURE

We are committed to providing a high-quality complaints policy with legal process and due diligence service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and reinforce our commitment to all our customers to continuous improvement.

Our Complaints handling procedure is available by email or post for free on request. If you have a complaint, please contact Mark Crozier at Future Corporate Technologies Limited. Registered Office Address: East Farm House, Offerton Lane, Sunderland, SR4 9JL.

Email complaints@fct.services or contact Mark Crozier on 0191 5359050 or Mobile 07436 863456.

This complaint procedure is applicable to the company mentioned above and all complaints will be treated with the utmost courtesy and respect. We have eight weeks to resolve your complaint. This will give us enough time to access the situation and evidence to find an appropriate resolution. We are available at any time, during normal working hours, in person, by phone, email or post if you need to contact us for any reason during the complaint process.

Future Corporate Technologies will guarantee to reach a decision and resolve your complaint at any time prior to eight weeks from acknowledgement of your complaint. Prior to eight weeks we will send you a deadlock letter. This will contain our final offer and our details. At this point you will need to decide if you think our response is reasonable and will solve the problem. If our final offer is not acceptable to you then you may complain to the **Legal Ombudsman Services**. The Ombudsman Services are impartial and free for any of our clients who wish to use them.

We allow all our complaints to be made and progressed through each stage of the process below either by phone, in person or in writing (including by email)



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What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Managing Director, Mark Crozier who will review your matter file and speak to the member of staff who acted for you.
3. Mark Crozier will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mark Crozier will write to you to confirm what took place and any solutions he has agreed with you. Our complaint might be resolved by apologising, making a goodwill gesture, or giving compensation.
5. Mark Crozier will want to reach a decision and resolve your complaint at any time prior to eight weeks. Future Corporate Technologies will send you a deadlock letter which will contain our final offer and our details to resolve the matter. This process will happen within 21 days of sending you the acknowledgement letter.
6. At this point you will need to decide if you think our response is reasonable and will solve the problem. If our final offer is not acceptable to you then you may complain to the Legal Ombudsman Services. The Ombudsman Services are impartial and free for any of our clients who wish to use them.

Contact by Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF.

Phone: 0330 440 1624 or Email: enquiry@ombudsman-services.org