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LEAD INTELLIGENCE LIMITED

**Complaint Handling Process**

**LEAD** INTELLIGENCE LIMITED

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* Lead Intelligence will action the following after receiving a complaint:
* Lead Intelligence will acknowledge a complaint in writing or verbally within 2 working days.
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* The consumer/client will be provided with the name and contact details of the Lead Intelligence staff member handling the complaint and when they can expect to receive the response. Where possible, the Lead Intelligence staff member handling the complaint will not have been directly involved in the matter which is the subject of the complaint
* The Lead Intelligence staff member handling the complaint will either write or call the consumer/client to explain the complaint is being investigated and confirm the details for suppression are correct
* An email is sent immediately to the IT Department of Lead Intelligence to add the number to Lead Intelligence’s Do Not Call list
* The number is added Lead Intelligence’s Do Not Call list
* An email is sent immediately to the IT Department of the supplier to add the number to their Do Not Call list and to remove the details from their database immediately
* An email is sent immediately to the Production Department and/or Compliance Department of the supplier to add the number to their Do Not Call list and to remove the details from the database within 24 hours of the request being made
* A confirmation email is received by Lead Intelligence from the supplier confirming that the number has been added to their Do Not Call file
* Confirmation is sent by Lead Intelligence to the consumer/client by writing or phone confirming their details have been added to Lead Intelligence’s Do Not Call list
* In instances where a consumer/client requests the details that are held about them, Lead Intelligence are to explain in detail the process of acquiring the information through a ‘Subject Access Request’ which must be made in writing

[compliance@leadintelligenceltd.co.uk](mailto:compliance@leadintelligenceltd.co.uk)

or

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