

IFG Hire & Sales Ltd T/A HAFF COMMERCIALS

Wises Oast Business Centre, Wises Ln, Sittingbourne, Kent, ME9 8LR.

Registered in England and Wales No. 13837907

PRIVATE AND CONFIDENTIAL

T: 01795 508955

E: info@haffcommercials.co.uk



Customer Complaints Handling Procedure

At Haff Commercials, our aim is to always provide you with first class standards of service, in all aspect of our business. On occasion, there may be a situation where you feel these objectives have not been achieved. We take all complaints very seriously and the purpose of this document is to inform you of how we will handle your complaint.

Step 1 – Acknowledgement In Writing by Our Compliance Officer.

Our Compliance Officer (Luke Haffenden – Managing Director – info@haffcommercials.co.uk – 07496 419781) will write to you informing you that we have picked up your complaint and enclose a copy of our ‘Customer Complaints Handling Procedure’ (this document) in that correspondence. If you make an oral complaint over telephone or physical communications, our written acknowledgement will outline our understanding of your complaint.

Step 2 – Third Party Involvement.

If we have reasonable grounds to believe that another firm may have sole or partial responsibility for the concerns arising to your complaint, we will promptly forward your complaint or the relevant part of it to that firm. We will write to you detailing our actions here and provide you with contact details of the firm concerned.

Step 3 – Summary Resolutions Document.

Where we can resolve your complaint within 3 full business days following receipt, and this is to your satisfaction, we will issue a written summary of our findings and conclusion. If having received this letter you remain dissatisfied, you may refer the issue to the Financial Ombudsman Service (FOS) who can be contacted at:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR, Telephone 0800 0234 567 or www.financial-ombudsman.org.uk. We will also provide you with a copy of the Financial Ombudsman Service leaflet; "want to take your complaint further?".

Step 4 – More Complex Complaints.

Where a complaint is less straight forward or for any reason we cannot resolve it within a 3 day timeframe, we will ensure that you are kept informed of our progress with regard to the investigation. We will endeavour to send you our Final Decision Letter; addressing your concerns and providing you with our decision within 2 weeks or keep you informed of the progress if it is not resolved before then. If our investigation is still ongoing after 8 weeks, we will send you confirmation of this in writing along with an explanation as to why we have been unable to complete our investigations within this timescale. We will also give you an indication when you can next expect contact from us and a copy of the FOS's leaflet above. At this stage, you will be entitled to refer your complaint to the Financial Ombudsman Service (see details above).

Step 5 – Final Decision Letter.

We will continue to investigate your complaint until we are able to send you our Final Decision Letter.

- If your complaint is upheld, we will provide you with fair compensation for any acts or omissions for which we are responsible once you have accepted our decision.
- If you are not satisfied with the outcome of your complaint, you can refer the matter to the FOS at the above address. Please note you must refer the matter to them within 6 months of the date of our Final Decision Letter. Further details about this will be confirmed in the FOS's leaflet.
- Not all complaints are eligible to be assessed by the FOS. We will highlight where we believe a client may not be deemed an eligible complainant by the FOS.

Step 6 – Resolution of Complaint.

We shall deem the matter closed when our Final Decision Letter has been issued or where you have accepted our earlier response in writing.