



Fair for You – Internal Complaints Procedure

Fair for You has a Three Stage Complaints Procedure. We will always strive to deal with your complaint quickly at Stage One. However, if it is clear the matter will need a more detailed investigation, we will tell you and keep you updated on our progress.

Stage 1

- We will endeavor to resolve your complaint upon initial contact or within 3 business days of being received at which point you will receive a “Summary Resolution Communication”.

Stage 2

- If we cannot resolve your complaint at Stage 1, we will provide acknowledgement of receipt which will include a copy of our Internal Complaints Procedure, a copy of the Financial Ombudsman Scheme’s (FOS) Consumer Leaflet and, if possible, a final response if your complaint has been resolved within 4 weeks of receipt.

Stage 3

- If we are unable to resolve your complaint in Stage 2, we will aim to send you a final response within 8 weeks of receipt.
- In the unlikely event you are still dissatisfied, you are entitled to refer your complaint to the Financial Ombudsman Service at Exchange Tower, London E14 9SR, telephone 0800 023 4567 or email complaint.info@financial-ombudsman.org.uk.
- Please note that there is a 6 month deadline for contacting the FOS from the date of our final response.