

Provego complaints policy.

If you have any complaints about our service, please write with details to:

Managing Director
Provego Limited
Lasyard House
Underhill Road
Bridgnorth
Shropshire
WV16 4BB

Email: info@provego.co.uk

What will happen if You complain:

1. We will try to resolve the complaint within three working days, but some cases may take a little longer to investigate.
2. We will acknowledge Your complaint within five working days of receipt.
3. If We are unable to resolve Your complaint within 4 weeks, We will send to You a holding response, which will provide an update on Our investigation and when We expect to issue Our final response to You.
4. For cases that take a little longer to investigate, We will write to You with a final response within 8 weeks from the date Your complaint is received.
5. If Your complaint should be dealt with by another party, We will refer it to that other party, but We will advise You when this occurs, why We referred it to that other party and provide the contact details of that other party.

Financial Ombudsman Service.

Once you have followed our complaints procedure, if you remain dissatisfied and you are an eligible complainant, you have six months to refer the matter to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The Financial Ombudsman Service can be contacted via:

Post:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone: 0800 0234 567 (free for people phoning from a “fixed line”, for example, a landline at home) or 0300 1239 123 (free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

The Financial Ombudsman Service will only consider your complaint if you have given us the opportunity to resolve it.

Following the complaints procedure does not affect your right to take legal action.

Eligible complainants.

Eligible complainants are:

- Consumers – defined as natural persons acting for purposes outside of their trade, business or profession
- Micro-Enterprise – defined as enterprises which:
 - employ fewer than 10 persons and
 - have a turnover or annual balance sheet that does not exceed €2 million
- Small Business – defined as small businesses which:
 - has an annual turnover of less than £6.5 million and
 - employs fewer than 50 persons or a balance sheet total of less than £5 million
- Charity – which has an annual income of less than £6.5 million
- Trustees of a trust – which has a net asset value of less than £5 million