

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: tc@provego.co.uk

What will happen if You complain:

1. We will acknowledge Your complaint within five working days of receipt
2. We will try to resolve the complaint within five working days, but some cases may take a little longer to investigate, in which case we will write to You with a response within eight weeks of the date we receive Your complaint.
3. If Your complaint should be dealt with by another party, We will refer it to that other party but will advise You when this occurs.

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. Its address is:

Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 (free from most landlines)
or [0300 123 9123](tel:03001239123) (free from most mobiles)

email: complaint.info@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 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