

A guide to handling your complaint



Our commitment to you

We're always disappointed to hear that something has gone wrong. If you have a problem, we can work with you to understand what's happened, to put it right and make improvements.

This document explains what you need to do if you are unhappy or have an issue with any of our services or products. Please tell us what went wrong, we want to make the process for your complaint as easy as possible.

At Solium, every customer is important to us. We believe you have a right to fair, swift and courteous service at all times. We will deal with your complaint promptly, effectively and in a positive manner.

How to make a complaint?

You can contact us by email, telephone or in writing.

Telephone:

UK Freephone: 0800 088 5912 (8.00 am to 6.00 pm)

International: +44 (0) 203 751 5668 (8.00 am to 6.00 pm GMT)

Complaint via email:

Help.emea@solium.com

Complaint via post:

If you wish to send us a letter detailing your complaint, please contact us directly and one of our agents will be able to provide you with the correct postal address which relates to your complaint and your company's location.

What happens next?

Once your complaint has been received, we will contact you by the end of the following business day to confirm we've received it. In our first point of contact we will provide you with a unique reference number, the contact information for who will be investigating your issue and request any additional information relating to your complaint.

Complaints procedure

We will investigate your complaint and will send a final response to you in writing within 45 days of receipt of your complaint. In all cases, we will aim to resolve your complaint as quickly as possible.

Once you have received our final response, if you are still not satisfied, you may have the option to refer your complaint to the Financial Ombudsman Service, who independently reviews any eligible complaint which we are unable to resolve to your satisfaction. We will advise you in instances where this right of referral exists. Further information can be found here www.financial-ombudsman.org.uk