CLEARPATH Commercial Limited

01603 336 000

enquiries@clearpathcommercial.co.uk

www.clearpathcommercial.co.uk

Integration House, Delft Way,

Norwich, NR6 6BB

COMPLAINTS SUPPORT

We always try to give you the best possible service, so we're sorry if we haven't got things right.

If something has gone wrong, or you're unhappy about something we've done, please speak to us. We'll do everything we can to put things right at the first opportunity.

Should you need to make a complaint, please get in touch by

- Letting us know in person
- Writing to us at – Inspiration House, Delft Way, Norwich, NR6 6BB
- Giving us a call on– 01603 336 000
- Sending us an email – enquiries@clearpathcommercial.co.uk

HOW WE WILL HANDLE YOUR COMPLAINT

We will aim to resolve your complaint on the spot or if this is not possible within 3 business days of receipt. If you are satisfied with our response, we will send you confirmation.

If we cannot resolve your complaint straightaway, within 5 business days of receiving it we will send you an acknowledgement and where possible fully resolve your complaint.

If you don't agree with our resolution to your complaint and you'd like to take it further, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS) you can do this by:

- **Email**: Complaint.info@financial-ombudsman.org.uk
- **Phone**: 0800 0 234 567 (free from UK landlines and mobiles)
- **Post**: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Further detailed information about the FOS, including a description of eligible complainants, can be found:

- In our Client Complaint Procedure.
- In the FOS's leaflet, "Your Complaint and the Ombudsman' which we can provide you with, or it is available to download from the Financial Ombudsman Service website.
- On the Financial Ombudsman website: http//www.fos.org.uk.