



Complaint Handling Procedure for Pinn Partners

If you are a customer and unhappy with any aspect of our service, we encourage you to let us know at the earliest opportunity so we can find a quick solution.

As part of our commitment to quality, Pinn Partners has a structured complaints process in place to ensure that its customers have the right to question the agreement that they have made or make us aware of any errors.

Our complaints procedure is designed to ensure that any complaints are handled fairly, confidentially, in an efficient manner and free of cost.

Step 1

Many problems can be resolved quickly and informally by talking directly with the person concerned or your dedicated account manager, and we recommend this as a first step. We would like to think that it would not be necessary to go beyond the stage one, however we understand that in very rare circumstances you may need to present your case where the result leaves you unsatisfied.

Step 2

If the advisor is unable to resolve your query or you specifically wish to escalate the query directly to their line manager, please email contact@pinpartners.net stating:

- Your name
- Your business names
- Your address (the address of the premises that the contract has been arranged for)
- The nature of your query
- The best number to contact you on and the best time to speak with you



Alternatively, you can call us on 07803 588 977 or 0208 807 5593 and request a call back from the Team Manager. They will respond to your request within 5 working days and take further details of your enquiry.

Email is quickest – you can reach us at contact@pinnpartners.net if you prefer to write to us, you can do so at:

Complaint Department

Pinn Partners Ltd

228A

Building 3, North London Business Park

Oakleigh Road South

London N11 1GN

Step 3

We will send you a written or electronic acknowledgement of a complaint within seven business days of receipt, identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter, which is the subject of the complaint, and will have authority to settle the complaint.

Step 4

Within two weeks of receiving a complaint we will send you either:

1. a final response which adequately addresses the complaint; or
2. a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.
3. If we do not hear from you within a timescale of 7 days after issuing our final response, we will assume you are satisfied with the outcome.

Step 5

If you are not satisfied with our final response, we will be happy to consider a further response, but in the absence of new evidence or material flaws being evident in our findings, it is unlikely to change the outcome of our investigation.

Step 6

We will send you a final response which adequately addresses the complaint no later than eight weeks from receiving a complaint.

Step 7

If you are unhappy with our final response and we cannot come to a solution, we will issue a deadlock letter. Upon receiving the deadlock letter, you will have the right to refer the matter to the Ombudsman Services. Or

If our investigation takes longer than 8 weeks (i.e. the complaint has been unresolved for more than eight weeks), you will also have the right to refer the matter to the Ombudsman Services.

The Ombudsman Services is an independent alternative dispute resolution scheme of which we are a member. Their service is free and you can contact them using the below details:

Ombudsman Services

PO Box 966

Warrington, WA4 9DF

Tel: 0330 0440 1624; Fax: 0330 440 1625

Email: enquiry@ombudsman-services.org

Website: ombudsman-services.org