

Complaints Policy Statement

What can you do if you wish to complain?

We realise that sometimes things can go wrong. If they do, we have a formal complaints procedure, an overview of which is outlined below. If you would like to request a copy of our full policy, please contact our Customer Service team on 0808 178 1078.

Step 1: Contact us

Get in touch with us and tell us what has gone wrong by using one of the options detailed below.

Call

Speak directly to a member of our Customer Service Team on 0808 178 1078.

E-Mail

Send an e-mail to our Customer Service Team at customercare@simplywarmer.co.uk

Post

Write to our Customer Service Team at the following address:

Customer Service Team
Simply Warmer
Unit B2
Senator Point, South Boundary Road
Knowsley Industrial Park
Liverpool, L33 7RR

Step 2: What happens next?

We will endeavour to resolve your complaint as soon as we receive it. However, sometimes your complaint may be more complex and as a result, we may need time to investigate. If we require more time, we will send you a written acknowledgement of your complaint receipt within 5 working days.

Step 3: Our response

We'll let you have a full response (or, in the unlikely event we're not in a position to provide a response, an explanation and update) within 8 weeks of us receiving your complaint. If after receiving our final response you remain dissatisfied you have the right to refer your complaint to the Consumer Ombudsman or the Financial Ombudsman.

Step 4: The Ombudsman (if required)

If, after receipt of our final written response, you feel we have been unable to resolve your complaint, you can request a review of the complaint and response from the Consumer Ombudsman or the Financial Ombudsman. If you wish to refer your complaint to the relevant Ombudsman Service you must do this within six months of the date of our final response.

The contact details are:

The Financial Ombudsman Service

Postal Address

Exchange Tower, London, E14 9SR

Enquiries and Consumer Helpline

0800 023 4567 or, from a mobile, 0300 123 9123

Email

complaint.info@financial-ombudsman.org.uk

The Consumer Ombudsman Service

Contact via the website www.consumer-ombudsman.org

Tel: 0333 300 1620