

# Complaints Charter

financial management for business



## Complaints Charter

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We are sorry that you have had cause to complain to HiFM Limited. Your business is important to us and we aim to resolve any matters quickly and to our mutual satisfaction. We want to deal with your concerns fairly, effectively and promptly. However, some complaints are more complex than others and may take some time to investigate.

- We will acknowledge your complaint promptly after receiving it.
- We will keep you informed throughout any investigation.

An experienced member of staff will deal with your complaint. Where appropriate, this will be someone who was not directly involved in the matter which is the subject of your complaint. The member of staff will either have authority to settle your complaint or will have ready access to someone who has the authority.

Our response will fully address the subject matter of your complaint and, if appropriate, will offer redress. If you phone us during our investigation and the member of staff handling your complaint is not available, then another member of our team will try to assist you.

### **A final comment.**

We genuinely want our customers to be happy with our service and hope we will be able to resolve your concerns. If you want to give us feedback on how we can improve our service, please let us know.

You can contact us by:

Calling us on: **+44(0)1753 752 752**

Writing to us at the following address: **Maxis 1, Western Road, Bracknell, Berkshire, RG12 1RT**

Using our online contact form through our website: **[www.hifm.co.uk/contact-us](http://www.hifm.co.uk/contact-us)**

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