

**BUILT FOR
TRADESMEN**

OUR GUIDE TO HANDLING YOUR COMPLAINT



 **GLADIATOR**
part of the Admiral Group

You matter to us

At Gladiator, we are committed to providing the best possible service to our customers. However, we understand there may be times when we do not meet your expectations. We want all our customers to let us know straight away if they are unhappy.

If you wish to make a complaint

We aim to resolve your complaint quickly and efficiently. We want to:

- Make it easy for you to tell us about your complaint
- Carry out a full investigation
- Give your complaint our careful attention
- Provide a thorough account of our actions
- Make sure you are happy we have handled your complaint fairly

What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing: The Quality Manager, Gladiator, Ellipse, Ground Floor, Padley Road, Swansea SA1 8AN

By phone: 0333 222 6720

By email: gladiatorquality@aisl.uk.com

Whichever method you choose, a member of staff fully trained in complaint handling will deal with your complaint.

How soon will we deal with your complaint?

We will contact you initially within five working days of receiving your complaint. We will either respond with a full reply or send you an acknowledgement letter, which will tell you:

- Who is dealing with your complaint
- When we will contact you again

Once we have sent you an acknowledgement letter we will investigate your complaint fully and write to you with our findings. If your complaint is particularly complex, we may need to spend longer investigating it. In these cases, we will keep you up to date on our progress. In all cases we will respond to your complaint within 8 weeks, in line with the deadline set by the Financial Conduct Authority.

The Financial Ombudsman Service

If you have been given a final response and you are still unhappy, or more than 8 weeks have passed since we received your original complaint, you may refer your complaint to the Financial Ombudsman Service (FOS) at Exchange Tower, London E14 9SR.

Tel: 0800 023 4 567

Free for people phoning from a 'fixed line' (e.g. landline at home)

0300 123 9 123

Free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02

Fax: 0207 964 1001

Email: complaint.info@financial-ombudsman.org.uk

Contacting the Financial Ombudsman Service at any stage of your complaint will not affect your legal rights.

