

# OUR GUIDE TO HANDLING YOUR COMPLAINT



## **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](mailto: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

We try to resolve all complaints internally. However, if you remain unhappy with our response to your complaint, or if we have not resolved it 8 weeks after you first told us about it, you have the right to refer your complaint to the Financial Ombudsman Service. If you want the Financial Ombudsman Service to look into your complaint, you must refer it to them within 6 months of the date of our final response to you. You can contact them at:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Tel: 0800 023 4567 free for people phoning from a “fixed line”  
(for example, a landline at home) or

0300 123 9123 free for mobile-phone users who pay a monthly  
charge for calls to numbers starting 01 or 02

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The Financial Ombudsman Service offers a free independent service and they can help with most financial complaints. For further information you can visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

