



Impra Group Limited Customer Complaints Policy & Process

How we will handle your complaint

At Impra Group Ltd, we endeavour to provide our customers with the best service possible. However, occasionally under the extraordinary circumstances that we do receive a complaint, we take it very seriously.

We aim to investigate and resolve any complaints quickly and effortlessly, allowing it to be easy for customers to receive the help needed.

If you are not satisfied with any of the products or services we offer, please refer to the procedure below.

If we receive a complaint which is the responsibility of one of our partners, your concerns will be referred to them in writing. We will also write to you confirming that your complaint has been referred on, and include the partner contact details.

If you are not fulfilled with any product or service you have received from us, our internal complaint handling procedures and devoted complaints handlers are there to deal with your concerns.

We value our customers exceptionally highly and take all customer complaints seriously. When a complaint comes through, we always aim to investigate promptly, in order to analyse the issues and find the cause, prevent any re-occurrence and resolve the complaint to the customer's satisfaction and comfort. We always apologise for mistakes or rare circumstances where our service did not meet our usual high measures.

How long it will take

In the rare instance we do receive a complaint we aim to work tirelessly to get this resolved promptly and with ease to make to journey as smooth as possible for the customer.

For every complaint received that cannot be resolved within 3 business days, we will issue the complainant with an acknowledgement letter within 5 business days, along with a copy of our complaint's procedure. We will advise the complainant on each communication when they can expect to hear from us next.

What to do if we can't reach an agreement

We aim to resolve your complaint to your full satisfaction. However, if you feel our response to your complaint does not whole heartedly address all your concerns, please let us know, so we can understand if there is any further action we can take.

You can contact us through any of the options detailed below:

- Telephone us on – 0333 009 0090
- Email on – contactus@impragas.co.uk
- Write to us at:

Impra Group Ltd
Suite 4, REL House
Southgate Way, Orton Southgate
Peterborough
PE2 6YG

If you are not satisfied with our efforts to resolve your complaint, you can refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of our final response letter to you.

They can be contacted in the following ways:

- Write: Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR
- Telephone: **0300 123 9123**
- E-mail: complaint.info@financial-ombudsman.org.uk

Further details can be found on the Financial Ombudsman Service website: [**www.financial-ombudsman.org.uk**](http://www.financial-ombudsman.org.uk)