

LET *it*

Official complaints procedure and action plan

How we will deal with your complaint

- Your complaint will be passed to a member of staff who can best address the problem. If you not satisfied with the outcome we would request your complaint be submitted in writing to a Manager.
- On receipt of your written complaint, we will acknowledge your complaint within 48 hours and endeavour to respond in full within 7 working days. If we are unable to resolve your complaint within this timescale we will write to you to explain any delay and inform you of the current position.
- If we have been unable to resolve your complaint within 2 weeks, we will write to you again with details of the current position.
- If you are still dis-satisfied with the decision you may refer your complaint to the Managing Director. Your complaint will then be reviewed with any supporting evidence and a final decision issued to you within 10 working days.
- When we have completed our investigations, we will issue a final response, setting out the action we are taking.
- If you are still dis-satisfied with the decision you may submit a written complaint to the First Tier Tribunal, the details of whom are listed below:

**First Tier Tribunal
20 York Street
Glasgow
G2 8GT**

Tel: 0141 302 5900

In the event your complaint relates to any form of insurance related matter your complaint will immediately be passed to the insurance company and a copy of their internal complaint's procedure will be passed to you.

Contact details for LET *it*

Head Office
123 Stockwell Street
Glasgow
G1 4LT

0141 552 7728
email complaints@let-it.co.uk