

Complaints Policy
Collegia Partners Limited



Complaints Policy

At Collegia it is all about our members. That is the reason why we strive to ensure that we provide a service level that is the best for all our members. On occasions when we do not meet the expectations of our customers, this page summarises how we will treat a complaint or expression of dissatisfaction.

Contact details for complaints

You should contact us promptly if you are dissatisfied with any aspect of our services:

Phone: 01865 416076

Email: complaints@collegia.co.uk

Write: Collegia Partners Limited, Buxton Court, 3 West Way, Oxford, OX2 0JB

How long it takes ?

Once we receive any member complaint, we will endeavour to adhere to the following set of timescales.

We aim to deal with all complaints (either verbally or in writing) within close of two working days after receiving your complaint but will do our best to send an initial response within 24 hours. If your complaint is received after working hours or on a non-working day, it will be deemed received on the next following working day.

For those complaints that involve more complex issues, we will aim to send you a full response within 10 working days. We will ensure that any customer that has made a complaint is kept informed on an ongoing basis of the progress of measures we are taking to resolve the complaint.

In case your complaint proves to be particularly complex and we have been unable to reach a conclusion, we will issue you with a final response in accordance with the Financial Conduct Authority's complaints handling procedures, within 8 weeks of receipt of your complaint.

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When a complaint is resolved, we will send you a summary resolution communication: a written communication which refers to the fact that you made a complaint and informs you that we now consider the complaint to have been resolved. The communication also informs you that, if you are still not satisfied, you may refer your complaint to the Financial Ombudsman Service. You can refer your complaint within 6 months of receiving the final response or lapse of 8 weeks from the date of your initial complaint in case no response has been given. Contact details are:

Phone: 0800 023 4567 or 0300 123 9123

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

Write: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Website: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

More information ?

You can find out more information on the [Financial Ombudsman Service website](#). This Complaints policy will be updated from time to time to reflect ongoing compliance requirements and changes in the complaints handling rules of the Financial Conduct Authority, or otherwise to improve our responsiveness to our customers and their concerns.