

The steps we take to handle complaints

Our commitment to you

At Woven our aim is to provide you with excellent customer service. Occasionally, we may fail to meet your expectations, mistakes can happen and when they do, we will try to put things right as quickly as possible.

This page tells you about how we deal with any complaints you may have and aims to demonstrate our commitment to customer service.

If you have a complaint

We use two terms to describe complaints. Both are recorded and reported on internally.

- Expression of dissatisfaction – ‘Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service.’
- Complaints – ‘Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the firms provision of, or failure to provide, a financial service and alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience.’

To help us deal with your complaint as quickly as possible it would be helpful if all information about your complaint is provided at an early stage.

You can notify us of your complaint through the following channels:

In Writing: Woven Solutions Ltd, Wyndham Court, 12-20 Pritchard Street, Bristol, BS2 8RH.

Telephone: 0117 332 6332

Email: complaints@wearewoven.com

What happens if your complaint cannot be resolved right away in the organisation?

There may be times when we need to carry out a further investigation and will not be able to resolve your complaint straight away.

Once received, your complaint will be investigated and dealt with in the following way:

On receipt of your complaint we will write to you within **5 working days** and try to provide you with a full reply. If this is not possible, we will write to you confirming who will be looking at your complaint.

By day 28 your complaint will hopefully have been fully investigated and a full response provided. However, if for any reason we are still unable to provide a full response by this time, we will contact you with an update of the current situation.

By day 56 in the unlikely event that your complaint has not been resolved at an earlier stage, we will write to you with a final response.

If you are still dissatisfied

For complaints relating to data protection legislation, the complainant should appeal in the first instance to complaints@wearewoven.com .

If you are not satisfied with our response you may contact the Information Commissioner for a decision:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Details of how to take your complaint further can be found on the [Information Commissioner's Office](#) website.

Referring complaints to the Financial Ombudsman Service

If you wish to pursue your complaint further, you can contact the Financial Ombudsman Service within six months of receiving a final response. They shall conduct an independent review of your complaint to establish if it should be upheld or rejected.

The Financial Ombudsman Service is there to act as impartial adjudicator and is responsible to the Financial Conduct Authority. You can find out more about the service by contacting:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR.
Tel: 0300 123 9123.

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

Website: www.financial-ombudsman.org.uk/