

Trapped Complaints Process - Consumer Leaflet

Our commitment to you

At Trapped each of our customers are important to us, and we believe you have the right to a fair, swift and courteous service at all times.

- 1)** We will acknowledge your complaint by either letter or email, within 1 working day of receipt of your complaint.
- 2)** We will then investigate your complaint and deal with it promptly, effectively and in a positive manner.
- 3)** If we can resolve your complaint by the end of the next business day, following receipt of your complaint. We will try to contact you by telephone to explain the findings of our investigation and confirm the final response.
- 4)** If we cannot resolve your complaint by the end of the next business day, we endeavour to send a final response to you within 4 weeks from receipt of your complaint. If after 4 weeks we are unable to provide you with a final response within this time we will contact you in writing with an update.
- 5)** If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service (FOS)
South Quay Plaza
183 Marsh Wall
London
E14 9SR

You must refer your complaint to the Financial Ombudsman within 6 months of the date of the final response.