



COMPLAINTS HANDLING POLICY

Version 1.2 | May 2024

Contents

Introduction.....	3
Purpose and Scope	3
Types of complaint handled	3
Making a complaint	4
Complaints Handling Procedures.....	5
Acknowledgement	5
Initial Response	6
Further Acknowledgement	6
Holding Response.....	6
Final Response.....	6
Monitoring of Complaints	7
Ultimate Redress	7
Financial Ombudsman Service (FOS).....	8
FOS's role in dealing with customer complaints.....	8
FOS and our customers	9
Who is an 'eligible complainant'?	9



Introduction

In accordance with the standards outlined by the Financial Conduct Authority (FCA) handbook, our company is dedicated to upholding the highest level of service excellence. We are committed to promptly addressing inquiries from members of the public with efficiency, professionalism, and transparency. Customer feedback, whether positive or negative, is invaluable to us as it helps us continuously improve our performance.

Occasionally, despite our best efforts, situations may arise where our service does not meet the standards we have set for ourselves. In such instances, we view complaints from customers as opportunities to rectify any shortcomings and enhance our processes.

Purpose and Scope

The scope of this policy encompasses the entirety of our organization's operations, ensuring that every aspect of our services is subject to fair and efficient complaint handling procedures. It applies to all interactions with customers, whether they arise from inquiries, service provision, or any other facet of our business. Furthermore, this policy extends to all employees, contractors, and third-party representatives involved in delivering our services, emphasizing the collective responsibility to address and resolve complaints effectively. By establishing a comprehensive framework for handling complaints, we aim to uphold the highest standards of customer satisfaction and regulatory compliance across all areas of our operations.

Types of complaint handled

Effective complaint handling is integral to our service delivery approach. Examples of complaints about a service provided might include:

- Dissatisfaction with the way in which we respond to an enquiry, or the time that we took to respond;
- A perceived injustice because of alleged maladministration on our part;
- A denial of a request for information made under the Freedom of Information Act;
- Dissatisfaction with the way in which our assets are maintained; or
- Dissatisfaction with the response to a request for our services to be provided in a different format.
- Delay in payment or less amount credited to beneficiary's account



In the event of service quality falling below customer expectations, we are committed to:

- Facilitating a straightforward complaint process.
- Treating all complaints with seriousness and respect, regardless of the communication channel used.
- Promptly and courteously addressing complaints, including informal resolution where appropriate.
- Providing apologies, explanations, or information on actions taken in response to complaints.

Making a complaint

Customers have the option to lodge complaints in writing via letter or email. For email complaints, customers are requested to specify their preference for receiving a response or provide contact details for further communication.

Customer can write to us @ support@amalmoney.co.uk

By Post:

AMAL UK Limited

Unit-7, Avicenna House 258-262

London, United Kingdom, E7 9HZ

Complaints are typically directed to the relevant staff member or, in certain cases deemed serious by the nominated officer handled centrally. Regardless of the handling approach, our aim is to engage with customers transparently and seek resolution collaboratively.

Where the person the customer has dealt with is responding to the complaint we expect them to use this as an opportunity to explain what actions have been taken and to try to sort things out with the customer. The customer may prefer to speak to the line manager of the member of staff this information is to be provided without exception and refusal of an employee to give this information will result in disciplinary action.

All complaints are recorded and we will provide a summary of all complaints to the Financial Services Authority. These statistics are also used internally to improve our products and services.



Complaints Handling Procedures

Our complaints handling procedures closely align with the regulatory standards set by both the Financial Services Authority (FSA) and the Financial Ombudsman Service (FOS). It is our commitment to address any complaint within five business days of notification. Should circumstances arise where this timeframe cannot be met, we promptly inform the customer of the reasons for the delay and propose an alternate completion date. Complaints that remain unresolved within our designated timeline or fail to meet the customer's satisfaction may be eligible for consideration by either the FSA or the FOS. We ensure transparency and assistance to customers by providing comprehensive details of our complaints procedures as part of our initial response process. Our aim is to handle complaints efficiently, fairly, and with utmost professionalism, striving to achieve satisfactory resolutions for all parties involved. We continuously review and update our procedures to ensure compliance with regulatory requirements and to enhance customer satisfaction.

Acknowledgement

Upon receipt of a complaint, we promptly issue a written acknowledgement immediately, underscoring our commitment to transparent and efficient complaint resolution. This acknowledgement not only signifies our acknowledgment of the customer's concerns but also serves to reassure them of our dedication to addressing their issue promptly and fairly. Within this acknowledgement, we outline the details of our complaints procedure, ensuring clarity on the steps involved in the resolution process. Additionally, we emphasize the customer's right to escalate the complaint to the Financial Ombudsman if they remain dissatisfied with our assessment and ruling, providing them with avenues for further recourse.

Furthermore, we include contact information for the designated complaints officer or Money Laundering Reporting Officer (MLRO), enabling direct communication channels for any follow-up queries or clarifications. By promptly acknowledging complaints and providing comprehensive information, we aim to instill confidence in our customers that their concerns are being taken seriously and will be addressed in a timely and transparent manner. This proactive approach reflects our commitment to upholding the highest standards of customer service and regulatory compliance.

Initial Response

We will send the complainant a letter no later than two working days after the complaint was made, containing a full account of the investigation activities planned, any findings thus far, and if appropriate, any offer of redress. This letter will again advise the Customer of their rights, who is dealing with the complaint and how to make contact with that person.

Further Acknowledgement

In the situation whereby the complainant responds to the Initial Response then again will acknowledge receipt of their response with two business days starting from the day after the complaint was received.

Holding Response

If, for whatever reason, we have been unable to conclude our investigation and provide a Final Response (see below) to the complaint then we will issue what is called a Holding Response.

The purpose of this Holding Response is to inform the complainant of the reasons why we have been unable to and presently cannot provide a Final Response and to provide a further indication of what is happening with the complaint and also to provide an indication of when the complainant can expect to hear from us again.

In the event that the complainant receives a Holding Response, we will invite the complainant to discuss the matter personally with the Managing Director. The purpose of this step is to ensure that the complaint (and the complainant) receives the highest priority in those situations where the complaint cannot be fully resolved through normal investigatory processes.

Final Response

Once we have completed our investigation we will write to the complainant and offer a summary outcome. Where appropriate, it may also include a final offer of redress. Such letters will be marked clearly as the final response and will include details on how to contact the FOS if the complaint has not been resolved to the complainant's satisfaction or, if the offer of redress is considered insufficient or inappropriate.



Our target time to send the Final Response is within five business days of the initial complaint or two business days after receipt of rejection of offer of redress (where applicable) we strive to ensure that we achieve our target time. We accept that this may not always be possible as on occasions complexity of the complaint may require more time to investigate fully.

We will always abide by regulatory guidelines in relation to a complaint and as such, we will always ensure that complainants are kept informed about their complaint and our activities in response to their complaint.

Monitoring of Complaints

We may be required to provide information on the complaints we have handled to the FSA. It is our policy to keep detailed documentation on individual complaints - any private information will not be shared with any third parties and we comply with the Data Protection Act 1998.

These details will usually include as a minimum;

- The nature, date and method of communication of the complaint
- The complainant's details
- How the Complaint was dealt with (outcomes)
- Whether the complaint was upheld or refuted
- Whether the complaint was closed (addressed to complainant's satisfaction) or whether it remains open and outstanding
- What financial redress or other significant outcome resulted from the complaint

Ultimate Redress

In the event that the complainant remains dissatisfied with the outcome, they retain the option to seek ultimate redress through the Financial Ombudsman Service (FOS) or pursue legal action through the courts. We meticulously document any advice provided in response to the complaint, ensuring transparency and accountability in our resolution process. Subsequently, the complaint is reclassified as 'Investigated but not resolved', with relevant details reported to the FSA. Our commitment to facilitating access to external dispute resolution mechanisms underscores our dedication to fair and transparent customer service.

Financial Ombudsman Service (FOS)

The FOS is an independent and government-backed service designed to help retail consumers and small commercial businesses (annual turnover of less than £1million) who find themselves in a dispute with a financial organisation such as us.

It is a free service and it can be contacted at any point in a dispute providing the complainant has first contacted the financial organisation with whom the dispute relates to. Most cases are resolved within a 6-month period however some inevitably take longer.

Consumers do not have to accept any decision made by the Financial Ombudsman and at all times the consumer has the right to seek redress in a court should they so wish. However if the Ombudsman decision is accepted by the complainant then it is binding both the firm and the complainant.

To contact the FOS, consumers are advised to write or telephone or email their situation to:

Financial Ombudsman Service

South Quay Plaza, 183 Marsh Wall

London, E14 9SR

Telephone No.: 0845 0801800

Email address: Complaint.info@financial-ombudsman.org.uk

More information on the FOS can be obtained by visiting www.financial-ombudsman.org.uk or by downloading the booklet entitled “Your complaint and the ombudsman” from this website.

FOS’s role in dealing with customer complaints

All Payment business will be subject to the Financial Ombudsman Service (FOS) from 1st November 2009. All customers will have a right of recourse to FOS if a payments company (such as ours) is otherwise unable to resolve an eligible complaint which has been made against the company by one of its customers.

Employees will not normally have much direct contact with the FOS, but need to understand the official complaints- handling procedures and the role of the ombudsman service in helping to resolve disputes.

FOS and our customers

In accordance with the FOS rules, our company has published a summary of our in-house complaints-handling process. This means we have:

- set out how we seek to handle and resolve any relevant complaints and
- Explained that – if the complaint is not resolved – the consumer may be entitled to refer it to the Financial Ombudsman Service.

All customers are informed of this information as part of the transactional process - also via websites and receipts as to the availability of this summary.

Telling our customers about the Financial Ombudsman Service helps to underpin our customer's confidence in our business and the payment services we provide.

Who is an 'eligible complainant'?

This is the term used in the FOS rules to describe those who can complain to the ombudsman.

Complaints can be made by, or on behalf of, customers (or potential customers) who are:

- Private individuals
- Certain businesses with a yearly turnover of under £1 million (some restrictions apply)
- Charities with a yearly income of under £1 million
- Trusts with net assets of under £1 million.
- In some circumstances, the FOS can accept complaints from consumers who are neither customers nor potential customers of the business being complained about.
- Examples include employees covered by a group insurance policy held in the name of their employer, or someone who has given the business a guarantee or security for a loan.

Customer Compliance Process

