

Complaints Handling Procedure

We're here to help

At Alliance Trust Savings we value your business and care about your experience with us.

If, for any reason, you are not entirely satisfied with our service, we want to hear from you so we can put matters right, and where appropriate, take steps to prevent the problem happening again.

Your feedback is very important and allows us to continually improve the products and services we offer.

It's our aim to:

- Make it easy for you to tell us about your complaint
- Give your complaint the attention it deserves
- Resolve your complaint without unnecessary delay
- Make sure you are satisfied with how your complaint was resolved.

How do I make a complaint?

If you would like to make a complaint, you can do by:



Post

Address your letter to:

**Customer Relations Team,
Alliance Trust Savings Limited,
PO Box 164, 8 West Marketgait,
Dundee DD1 9YP**



Phone

Contact our Customer Services Team on **01382 573737** who will take details of your complaint verbally and pass it to the Customer Relations Team.

Telephone calls may be recorded for training and monitoring purposes.



Fax

Fax our Customer Relations Team on **01382 321183**.



Email

Email our Customer Relations Team at customer.relations@alliancetrustsavings.co.uk

To allow us to properly investigate and address your complaint, we ask that you provide the following information when contacting us:

- Your full name
- Any relevant reference numbers (e.g. plan number)
- A detailed description of your concerns including when issue occurred
- Copies of any relevant documents (you should hold on to the originals)
- Your contact details and preferred method of contact.

We also recommend that you keep a copy of your correspondence with us for your reference.

How quickly will my complaint be dealt with?

We aim to address your concerns straight away. However, it may take longer to investigate the matter fully. If we are unable to resolve matters within three business days following the day you complained, we will write to you to acknowledge your complaint and keep you updated on our progress. We will also keep you updated on our progress. When we have completed our investigation, we will let you know our final response and how you can take the matter further if you are dissatisfied.

If we cannot resolve your complaint within 8 weeks of when you first raised the matter, we will write to you to tell you why we have not completed our investigations and advise you of when you can expect a resolution.

If, however, you are still unhappy with our efforts or your concerns have not been addressed within eight weeks of when you first raised the matter with us, you may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service offers a free independent service and can help with most financial complaints. There are some limitations on what they can investigate and further information regarding this can be obtained from them. We will tell you if you have the right to refer, either in our final decision letter to you or in the letter sent eight weeks after we received the complaint, whichever is sooner.

You can contact the Financial Ombudsman Service as follows:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

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

You can call the Financial Ombudsman Service on **0800 023 4567** or **0300 123 9123** or visit their website at www.financial-ombudsman.org.uk.

ATS is committed to resolving your complaint fairly and quickly.

What can I do if I am unhappy with the outcome or progress of my complaint?

We treat your concerns very seriously. In the unlikely event that you are not satisfied with our response, we can discuss any further concerns you may have.

Alliance Trust Savings

PO Box 164, 8 West Marketgait, Dundee DD1 9YP

T +44 (0)1382 573737 F +44 (0)1382 321183 E contact@alliancetrustsavings.co.uk alliancetrustsavings.co.uk

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