

Our Guide to Handling your Complaint

Confused.com

You matter to us

At Confused.com we are committed to providing the best possible service. However we understand there may be times when we do not meet your expectations.

How to make a complaint

On the rare occasions that our service has not lived up to expected standard, we want you to tell us – as this is the only way we will be able to improve our service. How do you do this? You can write a letter or send an email to us, and we will look to resolve the matter as quickly and fairly as possible.

Email:

complaints@confused.com

By Post:

Customer Services Manager
Confused.com
Greyfriars House
Greyfriars Road
Cardiff
CF10 3AL

Our commitment to you

We aim to resolve your complaint quickly and efficiently by:

- Making it easy for you to tell us about your complaint
- Carrying out a full investigation
- Providing a detailed account of our actions
- Ensuring you are satisfied that we have handled your complaint fairly

How soon will we deal with your complaint?

Once we have received your complaint we will respond with a full reply or send you an acknowledgement letter, which will tell you:

- Who is dealing with your complaint
- When we will contact you again

If we have sent you an acknowledgement letter, we will try to respond to your complaint within 14 days. If your complaint is particularly complex, we may need to spend longer investigating it, up to a maximum of 8 weeks. In these cases, we will periodically give you an update on our progress.

If you are unhappy with the way we are handling your complaint

When dealing with your complaint we follow guidelines outlined by the Financial Conduct Authority (FCA). If you are unhappy with the way your complaint is being handled you can ask for it to be reviewed at a higher level within Confused.com.

The Financial Ombudsman

If you remain unhappy with our response to your complaint, or your complaint has not been resolved within eight weeks after you first told us about it, you have the right to refer your complaint to the Financial Ombudsman Service. If you wish for the Financial Ombudsman Service to look into your complaint, you must refer it to them within 6 months of the date of our final response to you. You can contact them at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London
E14 9GE

Tel: 0800 023 4567 (free if you are calling from a 'fixed line' (for example, a landline at home))

Tel: 0300 123 9 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting with 01 or 02)

The Financial Ombudsman Service offers a free independent service and they can help with most financial complaints.

For further information you can visit their website at www.financial-ombudsman.org.uk or send an email to complaint.info@financial-ombudsman.org.uk.