

# TPL Complaints Procedure

Our clients are important to us at TPL. We aim to exceed our customer's expectations every time; however, there may be the rare occasion where we may fall short in some way. If this does happen, we want to know. TPL can reassure you that every complaint is taken very seriously and dealt in accordance with our internal complaints procedure, which is designed to resolve your concerns quickly and efficiently.

## How can I make a complaint?

You can complain through any means

**Write to or in Person at:** TPL Compliance, 2<sup>nd</sup> Floor Mander House, Mander Centre, Wolverhampton, WV1 3NH.

**E-mail:** Compliance@tplmedia.co.uk

**Telephone:** 0247 699 2899

## What happens next?

You will receive an acknowledgment either in writing or by e-mail within 5 working days of receipt, which will identify the person who will be handling the complaint for the business, together with a copy of this complaints procedure.

Within 8 weeks, after receipt of a complaint, we will send to you either:

- a) A final response, which will inform you that you can complain to the Legal Ombudsman, the timeframe for doing so and full contact details for the Legal Ombudsman; or
- b) A response which:
  - i. Explains that we are still not in a position to make a final response, giving reasons for the further delay and indicating when we are expected to provide a final response; and
  - ii. Will inform you in writing that you can pass the complaint to the Legal Ombudsman if you remain dissatisfied with our response, the timeframe for doing so and full contact details for the Legal Ombudsman.

Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept.

Appropriate redress will not always involve financial redress.

If you are not satisfied with our response, or if a complaint is not resolved after 8 weeks, you may refer the complaint to –

*Legal Ombudsman*

*PO Box 6804 Wolverhampton WV1 9WG*

*Email: [cmc@legalombudsman.org.uk](mailto:cmc@legalombudsman.org.uk)*

*Website: [www.legalombudsman.org.uk/cmc](http://www.legalombudsman.org.uk/cmc)*

*Tel: 0300 555 0333 (between 8.30am to 5.30pm)*

*Any complaint must be referred to the Legal Ombudsman within 6 months of the date of our final written response.*

NB. We reserve the right to decline to consider a complaint which is made more than six months after the complainant became aware of the cause for the complaint