

LIDEEA's Complaints Policy

We aim to give you an excellent experience when dealing with us, so we welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our products or services.

Definition

A complaint is an expression of dissatisfaction from you about our products, services or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken;
- we learn from complaints and we use them to improve our service.

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

The Investigation

We will appoint an appropriate person to investigate the matter on your behalf. We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We aim to resolve complaints within 10 working days but if it's going to take longer than that we'll keep you fully informed.