



# Complaints

## Policy

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# 1. Introduction

At S-RM, one of our core values is to **put client service at the heart of everything we do**.

The **S-RM Complaints Policy** provides a mechanism for our clients to let us know when we have not met their expectations, so that we can engage with our client, review what might have gone wrong, and ensure that we are continuing to put our clients first.

S-RM considers all client feedback (including complaints) an essential input to our continual improvement efforts. We take all complaints seriously and aim to ensure that these are handled fairly, and promptly, in line with the steps below.

## 2. How to make a complaint

If you are unhappy with any element of the services that you have received from us, please let us know as soon as possible so that we can try to put things right. Where possible we would ask you to please email or write to us so that we each have a record of the issue.

You can contact us:

**By phone:** +44 (0)20 3763 9595

**By email:** [hello@s-rminform.com](mailto:hello@s-rminform.com)

**In writing:** Head Office, S-RM, Beaufort House, 15 St Botolph St, London, EC3A 7DT, United Kingdom

Whether you choose to contact us by phone, email or in writing, we ask that you please provide the following information to assist us with our review of the complaint:

- The full details of the complaint, including which S-RM team / individual it refers to; and
- Your contact details.

### 3. Resolving complaints

We will aim to acknowledge receipt of your complaint within five working days. The acknowledgement will include details of who is dealing with the complaint and when a full response can be expected.

Complaints are managed by senior managers from the relevant departments and/or S-RM office with oversight from the Legal, Risk and Compliance team. Our aim is to investigate the complaint competently, diligently, and impartially.

Complaints will be assessed on a case-by-case basis. Where possible, we aim to resolve complaints within a further five working days after acknowledging receipt. However, in some situations, a fair investigation and analysis of the complaint may take longer. If this is the case, we will keep you informed on the progress of the complaint. Where appropriate, an offer of redress or remedial action will be made.

If we consider your complaint to be justified, we will outline what we propose to do to remedy it. The remedies we might offer include, but are not limited to:

- An apology;
- Taking steps to correct an error; or
- A compensatory payment on an ex-gratia basis, where appropriate.

### 4. Appealing a decision

Should you feel that your complaint has not been satisfactorily resolved, you can request to appeal our decision. At this stage, the senior manager dealing with the complaint will contact the Legal, Risk and Compliance team, who will allocate a suitable member of S-RM's Leadership team to review the complaint and the grounds for appeal. You will be informed of the result of the review as soon as is reasonably practicable.

### 5. Record keeping

All information relating to any complaints received will be held for 7 years in line with the [S-RM Data Retention Policy](#).