

Complaints Policy and Procedure

At Silver Lining we do everything we can to make sure you receive the best possible service. However, sometimes we don't get things right. When this happens please let us know and we will ensure that we fully investigate your complaint and do everything we can to put things right.

What you can expect from us when you complain:

We will acknowledge your complaint within 24 hours of receipt, and we will investigate your complaint and get back to you with an update within 5 working days. We will endeavour to deal with your complaint and bring it to a satisfactory resolution within 4 working weeks. If we miss any of the deadlines listed above, your complaint will be immediately escalated to and handled by our Director of Internal Operations.

In the unlikely event that we are unable to achieve a satisfactory resolution to your complaint, you have the right to take your complaint to an alternative dispute resolution scheme, subject to their eligibility criteria. We have an 8-week period within which to agree a resolution, unless both parties agree we are at deadlock before this time period elapses. We are a member of the Ombudsman Services.

How to raise a complaint:

Whichever way you contact us we'll start investigating straight away. In order to do this effectively, we will need the following information;

- ✪ Your name and account number
- ✪ A contact number and email or postal address
- ✪ A summary of the issue with as much detail as possible
- ✪ A copy of any emails/ letters that relate to the complaint

In person - Speak to your account manager at any of your account management meetings.

By telephone or email

Complaints should ideally where possible be raised with your account manager. If your account manager is not available or you feel the complaint needs to be escalated, you can raise your complaints to:

Molly Newman – Operations Manager

telephone 0345 313 1111 option 1

email: CustomerOperations@Silver-Lining.com

Escalation:

Dee Cordall – Director of Internal Operations

Telephone 0345 313 1111 option 0

Dee.Cordall@Silver-Lining.com

Accounts & Billing

Misti Murray -Smith – Finance Manager

telephone – 0345 313 1111

email: Accounts@Silver-Lining.com



Escalation:

Russell Dickinson – Finance Director

Telephone – 0345 313 1111

Russell.Dickinson@SilverLining.com

If you do not get a satisfactory response from the respective department head or you do not feel it is appropriate to raise your complaint with them, you can escalate your complaint to our Director of Internal Operations

Dee Cordall – Director of Internal Operations

telephone – 0845 313 1111

email – Dee.Cordall@SilverLining.com