



Complaint Handling Guide

Making a complaint

We are committed to offering everyone the very best service, but if you're feeling unhappy with any aspect of your experience or care then please let us know. This complaint handling guide provides information on what will happen should you complain to us.

Our process

When you contact us your advisor will ask about the nature of your complaint. They will record your complaint and try to resolve your issues straightaway. More complex matters may take longer to solve and if we have been unable to resolve your case promptly, we will monitor closely and keep you informed of progress until we can settle your complaint fully.

All of our advisors are trained to offer you the best possible customer service and will do their utmost to help you. If they need to involve their manager, they will do so to ensure the matter is resolved.

What to expect after making a complaint

- We will acknowledge your complaint and investigate thoroughly
- We will keep you updated and informed of the outcome
- We will treat you fairly, politely and with respect at all times
- Your care and treatment will not be affected by raising a complaint
- Following your complaint, appropriate actions will be taken where needed
- Recommendations and learning opportunities resulting from your complaint investigation will be used to improve our processes and services
- We will advise you on options to escalate your complaint if you are unhappy with our response

We aim to resolve all complaints fully and as quickly as possible.

How to make a complaint

Our team can be contacted in the following ways:

- Online: Via our online [Feedback Form](#)
- By post: Ascenti, Carnac House, Cams Hall Estate, Fareham, PO16 8UZ
- By email: contact@ascenti.co.uk
- By phone: 0330 678 0850

Our working hours are Monday to Thursday: 8am-7pm, Friday: 8am-5pm and Saturday: 10am-1pm