

## GETGROUND LIMITED: COMPLAINTS HANDLING PROCEDURE

GetGround Limited (“GetGround”, “we”, “us”) values every piece of feedback we receive from our customers - it is the only way we can learn and continue to improve. We are committed to providing world-class customer service and if we ever fall short of that standard, we want to hear from you.

Most of the time, if you let us know about a problem, we will be able to resolve this for you very quickly. However, we recognise that in some instances, it is important that you are able to raise an issue more formally with us so that we can investigate the issue and seek to resolve it with you.

We have policies and procedures in place to ensure it is easy to raise a complaint about the services that have been provided (or not provided) to you if you are ever dissatisfied.

### WHAT IS A COMPLAINT?

You may have a complaint if you are unhappy with the provision (or failure of provision) of our services, or those provided by one of our suppliers, which has resulted in (or may result in) financial loss, material distress or material inconvenience.

We take every complaint very seriously and aim to resolve most complaints within three business days.

When making a complaint, please provide details outlining the following information:

- The date of the complaint;
- The nature of your complaint;
- Your contact details; and
- Any additional information.

### HOW DO I MAKE A COMPLAINT?

There are three ways you can make a complaint:

1. **Email:** Email us at [complaints@getground.co.uk](mailto:complaints@getground.co.uk)
2. **Phone:** Speak to a member of the Customer Support team by calling +44 20 4586 3176
3. **Post:** Complaints Team, GetGround, 1 Lyric Square, London, W1 6NB

## **WHAT HAPPENS WHEN A COMPLAINT IS MADE?**

We will confirm receipt of your complaint via email within 1 business day of receiving it and will aim to resolve the complaint and provide you with an initial response to your complaint within 3 business days.

On occasion, this may take up to 15 business days (or in exceptional circumstances, up to 8 weeks) from the date of receipt to investigate your complaint and issue you a 'final viewpoint letter'. If a complaint needs to be escalated or falls under exceptional circumstances, you will be notified by a member of the team and kept informed thereafter of the progress of the measures being taken for resolution.

We will also notify our principal, RiskSave Technologies Limited ("RiskSave"), in the event we receive a complaint. RiskSave will assist us with any response where applicable or may choose to deal with the complaint directly where appropriate to do so.

## **WHAT IF I AM UNHAPPY WITH THE RESOLUTION?**

We hope that we can reach a resolution in all instances. However, if, for whatever reason, you are unhappy with our response, you may be able to refer your complaint to the Financial Ombudsman Service, free of charge.

You will need to submit your complaint to the Financial Ombudsman Service **within 6 months of receiving our final response letter**. Details of how to refer your complaint to the Financial Ombudsman Services is provided below, and will also be included in our final response.

**Phone:** 0800 023 4 567 or +44 20 7964 0500 (for contact outside the UK)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>

**Post:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

**If you do not refer your complaint within 6 months, the Financial Ombudsman Service will not be able to consider your complaint except in exceptional circumstances.**