

## VERSO GROUP UK LIMITED – COMPLAINT HANDLING PROCEDURE

### OUR COMMITMENT TO OUR CLIENTS

It is our aim to give excellent service to all our clients, but we recognise that things can occasionally go wrong. We take all complaints we receive seriously and we aim to resolve all of our clients' concerns fairly, promptly and efficiently.

### WHAT TO DO IF YOU ARE DISSATISFIED

To ensure that we provide the kind of service you expect we welcome your feedback. If at any time you are not happy with the service that we have given, in the first instance, please telephone the business area you usually deal with in order to explain your concerns, although, if you wish, you may contact us in person, telephone, fax, writing or email using any of the below contact details:

- Telephone – 01582 218 176
- Email - [customercare@versogroup.co.uk](mailto:customercare@versogroup.co.uk)
- Address – Verso Group UK Ltd Cleedan House, 42 Coldharbour Lane, Harpenden, Hertfordshire, AL5 4UN

### HOW WE WILL HANDLE YOUR COMPLAINT

We aim to resolve all complaints in a fair and timely manner. We will acknowledge your complaints in writing within 5 business days of receipt and inform you who is handling your complaint. As necessary, we will review all the documentation and information available to us to carry out a thorough and objective investigation. In some instances, we may need to ask you for further information or to provide authority for us to contact third parties.

Once an assessment and full investigation of your concerns has been made, we will provide you with a written response to confirm our decision. We will endeavor to do this within 4 weeks of receipt. However, if we have been unable to complete our investigation within 4 weeks of receipt we will then write and provide you with an update. Our intended maximum response period for our final written response is 8 weeks from receipt we will provide you with a further update at that time. If we believe that you have suffered financial loss caused by our handling of your affairs, we may, at our discretion, offer you financial redress or some other means of restitution, which may include an apology, an offer to re-do the work or refund our fees. If we do not believe that we are to blame for the circumstances specified in your complaint or if we do not consider that you suffered financial loss as a result of our actions, we will confirm that to you in our response.

Clearly, we would always want to resolve and concerns you raise with us internally. However, should you remain dissatisfied following our final written response, or 8 weeks have elapsed since you raised your complaint with us and you are not happy with the progress made, you can refer the matter to the Legal Ombudsman, within six months, in writing to Legal Ombudsman, PO Box 6804, Wolverhampton, WV1 9WG, Telephone: 0300 555 0333, email- [cmc@legalombudsman.org.uk](mailto:cmc@legalombudsman.org.uk) Further details will be provided at that time.

Following our Complaint Handling Procedure does not affect your right to take legal action.