



Registry Trust Limited

**Consumer Complaints Policy &
Procedure**

Dealing with a complaint - our commitment to our customers

Our aim is to ensure that:

- Anyone who is dissatisfied with the service is able to make a complaint in a simple, uncomplicated way
- Complaints are investigated fully and promptly
- Complaints are monitored and used to review and improve the service provided by RTL

How to make a complaint

To enable us to understand your complaint fully there are specific pieces of information we require. You may find it useful to obtain and complete a Registry Trust complaint form. These are available from our customer service team or downloadable from our website. Details of how to complete the form are also available on the website.

If you have specific needs which affect your ability to complete a form, we can provide assistance over the telephone (phone us on 020 7380 0133). The form can be completed online or printed and completed by hand.

You can send your completed complaint form by:

email to: complaints@registry-trust.org.uk with Customer Services Manager in the subject heading

post to: Customer Services Manager
Registry Trust Limited
153-157 Cleveland Street
London, W1T 6QW

What happens next?

Your complaint will be reviewed by one of our customer service team and you will receive an acknowledgement within two working days.

We always look to address complaints quickly and efficiently, and will look to answer your complaint in full within five working days. In the event of any delay we will let you know.

Right to appeal to a senior RTL manager

If you are not satisfied with the response that you receive, you may appeal the decision in writing within 28 working days. Details of how to appeal will be found in your initial response letter.

An acknowledgement of your appeal will be sent within five working days of receipt. A full and final response will then be sent from a senior manager within 14 working days.

What happens if I am still not satisfied after the appeal?

If you are still not satisfied with how your complaint has been dealt with you can ask our Independent Complaints Reviewer to review the matter.

The Reviewer looks at complaints about Registry Trust, and can represent the public interest through reporting their findings and recommendations direct to the board.

To enable the Reviewer to be satisfied your complaints are being addressed, your submission should be in writing and should clearly explain why you feel your complaint has not been properly addressed, or why you are unhappy with the way you have been treated. If you need help, Registry Trust will nominate a member of staff not involved in your complaint to help you with the paperwork.

You will be asked to give your consent to disclosing to the Reviewer relevant confidential information. In investigating your complaint and Registry Trust's responses, the Reviewer will need all the facts. This may include your personal information as categorised by data protection laws. By referring a complaint to the Reviewer you are providing your consent to the sharing of this data.

Any complaint involving legal action, or the threat of legal action, can only be referred to the Reviewer once a legal ruling has been given and accepted. You should also be aware that the threat of legal action may limit our ability to respond to you in full while our solicitors are considering the complaint.

You can submit your complaint by:

email to: complaints@registry-trust.org.uk and include Independent Complaints Reviewer in the subject heading

post to: Independent Complaints Reviewer
Registry Trust Limited
153-157 Cleveland Street
London, W1T 6QW

Your complaint will be acknowledged within two working days.

The Reviewer will assess the complaint and will contact you within 14 working days of the complaint being raised. Where a response is not possible within this time you will be informed and advised of the estimated response date.

General feedback

We are always pleased to receive general feedback on our products and service. This can be done at any time using one of the channels identified on our website www.trustonline.org.uk and following the Contact Us link.

Abuse of RTL staff

RTL staff are fully trained in their duties and are sensitive to the serious consequences of the data held on the registers. In answering queries or complaints no member of staff is expected to tolerate abusive language or threatening behaviour. Faced with such behaviour our staff are trained to provide one cautionary warning before terminating the call or correspondence. In extreme cases contact may be terminated without warning.