



# Complaints Policy

## How To Complain

---

Letting us know when and why you are not happy gives us the opportunity to put matters right for you in a transparent way, and allows us to improve our service for everybody else.

## What We Do

---

No matter how you communicate with us, we will listen and endeavour to act on your needs. Once you have contacted us, we will do our best to resolve any complaints within 10 working days. If we need more time to complete our investigations, we will keep you updated with our progress. We will however, acknowledge your complaint within 3 working days.

At Total Processing we are committed to ensuring we:

- investigate the complaint competently, diligently and impartially, obtaining additional information as necessary;
- Assess fairly, consistently and promptly:
  - (a) the subject matter of the complaint;
  - (b) whether the complaint should be upheld;
  - (c) what remedial action or redress (or both) may be appropriate;

## How To Get In Touch

---

There are three ways you can get in touch with us.

Whichever way you choose, in order to help us resolve your complaint, we'll need to know the following things:

- Your name
- Your email / membership number so we can record your concerns
- A description of your concern
- What you'd like us to do to put things right
- A daytime phone number and the best time to contact you

## Telephone

---

Many of our customers find the easiest and quickest way to sort things out is by picking up the phone.

Often the person you speak to can resolve your complaint there and then.

Our Customer Service Team can be reached by calling **0330 122 6418**.

Our opening hours are 8am – 6pm (UK time), Monday to Friday; excluding Bank Holidays.



# Complaints Policy

## Online

---

Sometimes it's easier to type out your thoughts in a quick message, so feel free to contact us online.

- You can email us at:  
**support@totalprocessing.com.**  
Should we need to discuss any confidential information with you, we may call you.

## Letter

---

Alternatively, you may choose to write things down in a letter, but please remember to factor the postal service into our response time.

You can write to us at:

C/O Support Team,  
Total Processing  
111 Piccadilly,  
Manchester,  
United Kingdom,  
M1 2HY

## If You're Still Not Happy

---

If for any reason you're not happy with our response, please let the person or team that handled your complaint know.

We then have the opportunity to see if there is anything further we can do.  
Once we're satisfied that we've considered all aspects of your complaint, we will send you our final response.