



IWEB

iWeb Share Dealing Complaints Procedure

We are here to help

How to complain

Our promise

We're committed to giving our customers a high standard of service, but we also know that occasionally we don't get it right.

We will do our very best to resolve your complaint immediately. But, where we can't sort things out to your satisfaction straightaway, we'll make sure you have the name and contact details of the person or team dealing with your complaint.

HOW TO TELL US ABOUT A PROBLEM

If you want to make a complaint, it's best to talk to a member of staff first, as this will be the quickest way for us to take action:



1 **Call** our Customer Service Team on **03450 707 129**

If you need to call us from abroad, you can call us on **+44 (0) 113 239 1275**.



2 Use our website to chat directly to one of our team via our live chat facility:

Go to **www.iweb-sharedealing.co.uk**, sign in and then click on Contact Us on the right-hand side of the homepage.



3 **Write** to us at the following address:

Customer Relations
IWeb Share Dealing
Lovell Park Road
Leeds LS1 1NS

WE TAKE COMPLAINTS SERIOUSLY

We take all complaints seriously. Many issues can be dealt with immediately, but some do take a little time to investigate thoroughly. If this happens, we will get a specialist from our Customer Relations team to resolve the issue. The Financial Conduct Authority (FCA) gives us eight weeks to resolve complaints – we will aim to get your complaint resolved well before this deadline.

IF WE CAN'T FIND A SOLUTION TOGETHER

If you're still not happy and we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you have tried to resolve the matter directly with us first. We hope you won't need to contact the Financial Ombudsman Service but if you do, they can be contacted at:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: **0800 023 4567**

Email:

complaint.info@financial-ombudsman.org.uk

For more information, visit

financialombudsman.org.uk

Please bear in mind that the Financial Ombudsman will only help if you've already referred a complaint to us and you're still not happy.

You may also be able to take civil action should you remain unhappy following a final decision on your complaint.

SPECIAL REQUIREMENTS

We want to help our customers in any way we can.

If you have a hearing or speech impairment and have access to our online service we have a facility called 'Web Chat' where you can chat real-time to one of our team using your PC.

To access Web Chat go to

www.iweb-sharedealing.co.uk, sign in and then click on Contact Us on the right-hand side of the homepage. You can use Typetalk whenever you contact us – our textphone number is **03456 042 543**.

For the visually impaired, we can provide documents in large print, Braille, or in audio format. Please contact us on **03450 707 129** for further information.