

## Complaints Process

### Ways to resolve a complaint

We aim to resolve all issues at first point of contact and we can be contacted in the following ways:-

Email: [complaints@idivorces.co.uk](mailto:complaints@idivorces.co.uk)

Post:

iDivorces  
Action Credit Management Ltd  
Unit H Fiveways Workshops  
Ponsanooth  
Truro  
Cornwall  
TR3 7JQ

On the rare occasion that you do not feel that you have received the level of service that we strive to provide this is the process that should be followed so that we can rectify the matter for you or to make changes so that the problem that you have encountered does not happen again.

Once you have entered our formal complaints procedure you will receive acknowledgement of your complaint within 5 working days of receipt. We aim to resolve all formal complaints as soon as possible and you will receive a response in relation to this matter within a maximum of four weeks and a final response within a maximum eight weeks from date of receipt.

By launching an official complaint your case will be investigated and fully by the Complaints Handler and all future correspondence to us must be made in writing (post or email) and all correspondence to you will also be made in writing (post or email). Additionally by entering the complaints procedure all work and services purchased will cease and no further work will be carried out on your case until the determination of the complaints investigation has been reached.

Once an investigation is complete and a determination has been reached and provided to yourself you have the opportunity to appeal any decision reached within 14 days of receipt. Once you have appealed this decision your complaint will be reviewed by an alternative complaints handler who will provide you with a final determination within four weeks.

When you take up our service you have an extended cooling off period which is greater than that set out in the distance selling regulations, if you decide that this is not the right process for you and we have not carried out any work for you we will refund you any monies paid to us within a 28 day period, this will be refunded to the card that you made the payment with. This cannot include any monies that you have paid to a court as this is out of our control.

We hope that any complaint can be resolved with your case manager before having to make any formal complaint.