

Healthy Investment Complaints procedure

Our commitment to you

Healthy Investment is committed to the very highest standards of customer service and to providing quality products to all our members.

However, we recognise that on occasion things can go wrong.

If you are not completely satisfied with the service you have received, your product or any other aspect of the Society please let us know.

We promise that we will fully investigate your concerns, do what ever we can to resolve them, ensure that you and all our members are treated fairly and keep you informed at all times of the progress we are making.

The Chief Executive of the Society, Mr Peter Green, is responsible for all complaints and will be personally involved in investigating and resolving your concerns.

Letting us know

If you experience a problem we need to know about it. We take all complaints very seriously which means that we can learn from them in order to improve our service for everyone.

You can write to us:

Healthy Investment
2 The Old Court House
Tenterden Street
Bury
Greater Manchester
BL9 0AL

You can e-mail us:

enquiries@healthyinvestment.co.uk

You can ring us:

0161 762 5760
Weekdays 9am until 5pm

You can fax us:

0161 764 3557

When we receive your complaint

We will try to resolve your complaint by the end of the next business day.

If we cannot resolve it straight away we will write to you to acknowledge your complaint.

Within 4 weeks of receiving your complaint we will write to you with either a full and final response to your concerns or with an explanation of why it is taking some time to resolve.

Within 8 weeks of receiving your complaint we would very much hope to have been able to respond to your concerns. If we cannot, we will write to you again explaining why we have not been able to respond and how you can at this stage refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service

Our final response to you will always include details of the Financial Ombudsman Service and how you can refer your complaint to them if you remain dissatisfied.

The Financial Ombudsman Service will only handle your complaint if you have been through the Society's complaints procedure first. You must refer your complaint to the Ombudsman within 6 months of our final response, otherwise they may not be able to investigate it.

A leaflet explaining more about the Financial Ombudsman Service is available from us or direct from their website www.financial-ombudsman.org.uk