

# Complaint Handling & Dispute Resolution Procedure

At Apogee, we are committed to providing you with the best service possible. If for any reason you are not entirely satisfied with our service, please let us know. Your views are important to us, and your feedback will help us improve the products and services we offer.

## How to contact us:

We can resolve many issues over the phone. Our team will listen to your concerns, consider the issues raised, discuss your options, and attempt to resolve your matter at first contact.

**Complete the 'Contact Us' form by selecting the 'Customer Experience and Feedback' option and our Customer Experience Coordinators will be in touch. Alternatively, please contact us using the following options:**

**Phone:** 0345 300 9955, Option 1,6,1

**Email:** [customerexperience@apogeecorp.com](mailto:customerexperience@apogeecorp.com)

### You can write to us:

Apogee Corporation, Customer Experience,  
Nimbus House, Liphook Way, Maidstone,  
Kent, ME16 0FZ

## What we will do:

In most cases, we can resolve your complaint quickly within the first 24-48 hours. If we have resolved your query to your satisfaction within this time, we will send you a 'Case Closure' notification/letter.

If your case is more complex and we are unable to resolve it, we will:

Provide a written acknowledgement of your complaint within 3 working days with the name and contact details of the team member investigating your case.

If your case is still outstanding after 4 weeks, we will write to advise you when we will issue our response.

We will aim to provide you with a final response within 8 weeks of receipt. If you are not satisfied with our final response, or 8 weeks have passed since you first raised your issue with us, you may have the right to escalate your complaint to the Financial Ombudsman Service free of charge.

## Financial Ombudsman Service

### For more information, please contact:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**For more information, visit**

