



## 1. HOW TO MAKE A COMPLAINT

If you wish to raise a complaint, you can make the complaint directly to our Customer Support team:

**By email:** [support@tallymoney.com](mailto:support@tallymoney.com)

**Leave a voice mail message on Telephone:** 0203 858 0373

**By Post:** TallyMoney UK Ltd, attn Customer Support Team ( Complaints Team), *North West House, 119 Marylebone Road, NW1 5PU.*

As we make complaints resolution our highest priority, it would assist us if you could include the following information when you contact us:

- Your name, address and Tally ID number
- Details regarding your concern or complaint,
- What you would like us to do to put it right and;
- Any relevant documents to support your complaint.

## 2. WHAT HAPPENS NEXT

Your complaint will be logged on our system and a designated TallyMoney team member will be allocated to handling your matter. We aim to resolve your complaint within 3 working days following the receipt of your complaint. If an agreed resolution has been reached we will confirm details to you in writing. For more complex cases, we aim to resolve complaints within 15 business days. If we expect the process to take longer than 15 business days, we'll get in touch to let you know why the issue hasn't been resolved yet. We aim to have a full response for such cases within 35 business days.

However, in exceptional circumstances, if we cannot give you a final response within that time period, we will contact you to let you know why not and to confirm when you can expect to receive a substantive response from us. In any event, we will send you a final response within 35 business days of receiving your complaint.

### 3. WHAT HAPPENS IF YOU ARE NOT SATISFIED WITH OUR RESPONSE

If we can't resolve your complaint within 35 business days, or if you're unhappy with our final response A complainant is advised to write or telephone or email their situation to:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone No: 0800 023 4567 or 0300 123 9123 from a mobile

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

Website: Financial Ombudsman Service

**Telephone No:** 0800 023 4567 or 0300 123 9123 from a mobile

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

**Website:** [Financial Ombudsman Service](#)

If you'd like to refer your complaint, you'll need to do so within six months of receiving your final response letter or summary resolution letter.