



Complaints Policy

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COMPLAINTS POLICY

INTRODUCTION

1. As a firm, we view complaints as opportunities to learn, improve our practice and ensure that the same issue does not arise again. Just as important, we see it as an opportunity to put things right for the individual or organisation who have made the complaint. We welcome complaints and will do our very best to ensure the best possible outcome for all of those concerned.
2. When something goes wrong, we need you to tell us about it. It is very important that complaints are raised because if we are unaware of issues, we are unable to address them.
3. We will accept complaints from anyone. This includes members of the public whom we have no relationship with, through to our clients, suppliers, partners and other parties. We will also accept complaints from individuals or organisations whom have been affected by our work; such as if we have conducted a due diligence investigation into a specific company.

HOW TO COMPLAIN

4. If you have a complaint, please put it to us in writing. We will accept complaints:
 - 4.1. by e-mail to complaints@truediligence.uk;
 - 4.2. by post to: True Diligence Limited, 15 Old Bailey, London, EC4M 7EF; or
 - 4.3. by fax to: 0203 397 9260.

WHAT WILL HAPPEN NEXT

5. We will send you a letter or e-mail confirming receipt of your complaint within three working days of receiving it. We will include with our acknowledgment letter a copy of this policy document for your consideration.

6. We will then go about investigating your complaint. This will typically involve passing your complaint to whoever we think is best placed to deal with it. On occasions, we might ask our Solicitors to review the complaint in an independent, objective and transparent way. We will cover the costs of this.
7. We might invite you to a meeting to discuss your complaint further. Alternatively, we might invite you to have a telephone conversation with us to discuss your complaint further. We will do this to ensure that we properly understand the basis of your complaint, identify what you'd like us to do about your complaint and agree any other actions. It might be possible to reach an agreement on how to resolve your complaint at that meeting. If it is, we will confirm our agreement in writing.
8. If however, you do not want a meeting or telephone conversation with us, we will send a detailed and meaningful response to your complaint within 21 days of sending you the acknowledgement letter.
9. If you remain dissatisfied, we will offer you the chance to engage in an independent mediation to try and resolve your complaint.

THE OUTCOMES

10. There are a number of outcomes. We might:
 - 10.1. do nothing;
 - 10.2. agree to make changes in the way that we do business;
 - 10.3. offer you an apology in writing, on the telephone, by e-mail or in person, or by publication on our website or another prominent location;
 - 10.4. reduce or write off our fees, or refund fees to you;
 - 10.5. offer you a sum of money in either compensation or goodwill, a gift or other token; and/or

- 10.6. reach a different outcome acceptable to you and us.
11. It might be that we reach a number of outcomes (e.g. compensation and an apology, as well as changes to the way we do business). In some cases, it may be that we reach an outcome that is agreeable to all parties, but is not contained within this list. This is because we recognise that some complaints are resolved in novel ways.
12. Whatever we do, we will usually record the outcome in writing. As we would have hope to have reached an outcome that is mutually acceptable, we will often ask you to sign to confirm your acceptance of the outcome; this is especially the case where we offer to make a payment to you by way of compensation or as goodwill.
13. In some cases, we will not do anything.
14. We will however, do our utmost to resolve all complaints and criticisms to the satisfaction of you and us.

COMPLAINT FILE RETENTION

15. We will keep a copy of the complaint file for a period not less than 24 months, but no more than 36 months. There may be circumstances where we decide to keep a complaint file longer, such as where a settlement/compromise was reached. This is to comply with our statutory responsibilities.
16. Where we do decide to keep a complaint file for longer, we will often only keep the parts of the complaint that are particularly relevant. For example, if we compromise a complaint for compensation, and a signed agreement is reached, we may elect just to keep a copy of the agreement and its covering correspondence, but destroy a copy of the complaint.
17. If you would like to know the intentions that we have for a particular complaint file, please let us know and we will give you our view with accompanying reasons why.