

How we will handle your complaint

Rebate Gateway is committed to providing an exceptional service to everyone; however, we recognise that things can go wrong from time to time. If you are reading this guide, you may have experienced one of those unfortunate occasions, where things have not gone as you would have expected, as we are for that.

This document explains how we will deal with your complaint. It also tells you what you can do if you are not satisfied with how your complaint has been resolved. Our aim is to handle your complaint fairly, consistently and quickly. In order to do this it will help if when making your complaint you provide as much information as possible regarding your concerns and tell us how you would like us to resolve the problem.

Timescales

We will always attempt to resolve your complaint as quickly as possible. We will aim to do this by close of business on the third working day following receipt of your rebate request. If we are able to agree a resolution with you within this time frame, we will write to you by letter or email, to confirm this and explain your next steps.

There may be occasions when we need more time to resolve your complaint. If this is the case, we will send you an acknowledgement of your complaint in writing, which outlines our understanding of your complaint points.

We ask that our clients allow us eight weeks to investigate a complaint and issue a final response but we will always aim to get your complaint resolved prior to this deadline. Should we exceed this timescale, we will write to you confirming your next steps.

Our Investigation

Your complaint will be investigated by our Complaint Assessor, who would not have been directly involved in the events that led to your Complaint. Our Complaint Assessor will review the relevant information on our system and any information provided by you as part of the complaints investigation process. Please note that our Complaint Assessor may contact you to obtain further information, where appropriate.

If we uphold your complaint we will apologise and we will explain what went wrong. Wherever possible, we will take steps to prevent the problem happening again.

How to contact us about your complaint

If you want to raise a new complaint, or discuss an outstanding complaint you can contact us using the methods below:

You may cancel this service at any time, at no cost to you by informing us of your decision:

- BY LETTER: Rebate Gateway, 7 Bell Yard, London, WC2A 2JR
- BY EMAIL: overpayment@rebategateway.org
- BY TELEPHONE: 0333 444 1054