Complaints Policy

ACG TECHNOLOGIES LTD (T/A AKORN) Complaints Policy

Introduction

At Akorn, we are committed to providing high-quality financial services. If you are dissatisfied with our service you can raise a formal complaint. This policy outlines how you can make a complaint and how we will handle it.

What is a complaint?

A complaint is any expression of dissatisfaction about our service, whether about the service we provided or failed to provide, which causes you financial loss, distress, or inconvenience. This includes issues related to our services or those of our partners.

How to Make a Complaint

Follow the link in your app to fill out our complaint form. Please include relevant details like your account information and description of your issue.

Acknowledgement: We will acknowledge your complaint upon receipt.

Complaint Handling Process

1. Initial Response: Once we receive your complaint, we'll provide a written acknowledgement and being our investigation

2. Formal Response: Within 15 business days, we'll send you a detailed response. This will include our understanding of your complaint, actions taken and proposed resolutions.

3. Holding Response: If we can't resolve your complaint within 15 business days, we'll explain why and extend our investigation for up to 35 business days.

Escalation and Redress

If you're still not satisfied after our initial response, or if your complaint is not resolved within 35 business days, you can refer to the Financial Ombudsman Services (FOS) here.

We provide the necessary contact details and information about the FOS in our final response.

Summary Resolution Communication

For complaints resolved within three business days, we will send a summary communication confirming the resolution.

Follow-Up and Feedback

If we offer a resolution or redress, we will follow up within five working days to confirm your acceptance and satisfaction.

Commitment to Fairness

We treat all complaints seriously and ensure confidentiality throughout the process.