

## Vantage RE Limited

1<sup>st</sup> October 2023

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### Complaints Policy

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#### 1. Introduction

- a. We understand that there may be times when you need to raise a complaint or provide feedback to Vantage RE. We welcome any complaint as an opportunity to hear the voice of our stakeholders and ensure that we are aware of any issues. Not only do we want to put things right for the person (or organisation) who has raised their concerns, but we want to learn from it and improve for the future.

#### 2. Policy statement

- a. It is our policy to resolve complaints quickly and fairly. Overall, we want to reach a mutually acceptable solution as quickly as we can. In particular, the aims of this Complaints Policy are:
- To provide a clear, fair, and easy to use procedure for anyone who wishes to make a complaint about Vantage RE, our activities or about our employees, agents, or subcontractors
  - To ensure that everyone working for or with Vantage RE knows how to handle complaints
  - To ensure that all complaints are handled equally and in a fair and timely fashion;
  - To ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

#### 3. Policy procedure

##### a. Step one: How to let us know if you have a complaint:

All complaints should be made in one of the following ways:

- In writing, addressed to Kate Turner, Communications, Vantage RE, 20 Eastbourne Terrace, London, W2 6LG
- By email, addressed to Kate Turner, Communications at [contactus@vantagere.co.uk](mailto:contactus@vantagere.co.uk)

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### b. **Step two: What information do we need to address your complaint?**

To help to resolve your complaint as efficiently as possible we would like the following information:

- Your full name and preferred contact details (address, telephone number and email address). We will contact you using your preferred contact method as we handle your complaint.
- Full details of your complaint including, as appropriate, all times, dates, events, and people involved.
- Copies of relevant documents or other details you wish to rely on in support of your complaint.
- What you would like Vantage RE to do to put things right.
- Any other information that you think may be relevant.

### c. **Step three: How we handle your complaint**

Any complaints that may arise will be logged, reported, and addressed. Our approach will include measures to keep all relevant parties informed about the progress of complaints and mitigation activities. A complaint close-out report will be provided.

## 4. **Policy process**

- a. Vantage RE operates two-stage complaints handling procedure.
- b. Following our Complaints Procedure, our aim is to resolve complaints to your satisfaction at Level One without further recourse to Level Two.
- c. If you are not satisfied at the end of Level One, you may escalate your complaint to Level Two.
- d. Level One:
  - I. Upon receipt of your complaint, your complaint will be logged on our complaints register, and you will receive an acknowledgement in writing within 10 working days giving you a Complaint Reference.
  - II. When we acknowledge receipt of your complaint, we will also provide details of who will be handling your complaint "the Complaint Handler."
  - III. If your Complaint relates to a specific employee, agent, or subcontractor, that person will be informed of your complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee, agent or subcontractor in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee, agent or subcontractor in question directly concerning the complaint while we are working to resolve it.
  - IV. If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your complaint.

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- V. We aim to resolve Level One complaints within 15 working days, however in some cases, particularly if your complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
  - VI. At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.
- e. Level Two:
- I. If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 10 working days and have the complaint escalated to Level Two. We will appoint a new Complaints Handler to deal with the appeal who has not previously been involved.
  - II. Appeals, quoting your original Complaint Reference, should be addressed to Kate Turner, Communications at [contactus@vantagere.co.uk](mailto:contactus@vantagere.co.uk) who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within 10 working days. When we acknowledge receipt of your Appeal, we will also provide details of your Appeal Handler.
  - III. If your complaint relates to a specific employee, agent, or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee, agent or subcontractor in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee, agent or subcontractor in question directly concerning the complaint while we are working to resolve it.
  - IV. If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your complaint.
  - V. We aim to resolve Level Two Complaints within 15 working days, however in some cases, particularly if your complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
  - VI. At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final.

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### 5. Confidentiality and data protection

- a. All complaint information and personal data will be handled sensitively and in line with our [Privacy Notice](#).
- b. All complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees of Vantage RE who need to know in order to handle your complaint.
- c. All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy Policy > available from <https://www.vantagere.co.uk/legal/privacy>.

### 6. Review of this policy

- a. This Policy will be reviewed within a 36-month period from the date of this policy. The latest date that this policy will be reviewed is 1 October 2026

This policy has been approved & authorised by:

Name:	Vian Davys
Position:	Chief Executive Officer
Date:	9 <sup>th</sup> October 2023
	