

Sokin Complaints Handling Policy



Sokin places great importance on ensuring that it provides the highest standards of service to its clients

If you are dissatisfied with the service you have received, we encourage you to advise us of your complaint so that we have the opportunity to investigate and put matters right where the service has not been on the highest standards.

We aim to get your complaint resolved as quickly as possible by staff with the right experience, knowledge and authority.

We aim to ensure that:

- it is easy for you to raise your complaint
- your complaint is appropriately investigated;
- any suggestions for improvements are considered;
- you are satisfied with the handling of your complaint.

The following section explains what to do if you have a complaint about our services. It also outlines the timescales you should expect for resolving complaints and who to contact if you are not satisfied with our response.

How to raise a complaint & how long will it take?

If you are not satisfied with any aspect of our service or products, you can submit a complaint by emailing complaints@sokin.com

Our aim is to address any concerns as soon as possible and within the regulatory guidelines. The timescales we will adhere to is detailed below;

24 hours

We will confirm receipt of your complaint via email within 24 hours of receiving it and will aim to resolve the complaint within 3 business days.

Within 15 Business Days

On occasion, a complaint may need to be escalated, but we would generally expect to resolve the complaint by the end of 15 business days following receipt of the complaint.

Within 35 Business Days

In exceptional circumstances, where we are unable to issue a final response within 15 business days of receipt of the complaint, we will issue a final response within 35 business days from the date of receipt.

The final response will clearly set out Sokin's position with regard to your complaint.