

Complaints Handling Policy

Roscap Limited (company number 13536901) ('Roscap', 'we', 'us' or 'our').

Roscap is committed to providing a high standard of service. If you are dissatisfied, we encourage you to tell us so we can investigate and respond fairly and promptly.

How to make a complaint

- Email us at info@roschap.co.uk with the subject line 'Complaint'.
- Include your name, contact details, and a clear description of the issue, including relevant dates, parties, and any supporting documents.

What happens next

- We will acknowledge your complaint within 3 business days where practicable.
- We will investigate the complaint objectively, which may include reviewing documents and speaking to individuals involved.
- We aim to provide a substantive response within 15 business days. If this is not possible, we will explain why and provide an updated timeframe.
- We will keep appropriate records of complaints and outcomes.

Escalation

If you are not satisfied with our response, you may request an internal escalation for review by a senior member of Roscap who was not directly involved in the matter.

External schemes

Roscap is not authorised or regulated by the Financial Conduct Authority (FCA) and our services are not covered by the Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS). This policy does not affect any legal rights you may have.