



## Complaints Procedure

A member of the senior management team at Knight Group (UK) Ltd will handle all complaints brought to us and they will provide the answers and any redress.

All of our clients / customers complaints will be handled fairly and promptly. You will receive an acknowledgement of your complaint within 5 working days of receipt, either in writing or email and we will explain how we will handle your complaint and tell you what you need to do.

### Our Actions

- A member of the senior management team will take full details from you, including all reasons for the complaint.
- We will review and understand what redress you are seeking and why.

### Our schedule of events

Four weeks after receiving the complaint we will either:

- Send you a final response to your complaint, or
- Send a holding response explaining why we have not reached a decision. We will indicate to you when we will make further contact (This must be within 8 weeks of receipt of the original complaint).

By the end of the eight weeks we will send you either:

- Our final response to your complaint, or
- A response which explains why we still cannot make a final decision giving reasons for the delay and indicating when we expect to be able to provide a final response and inform you that you may refer the complaint to the Claims Management Regulator

If you are still not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to:

Claims Management Regulator  
PO Box 7824  
Burton On Trent  
Staffordshire  
DE14 9DP  
[info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)  
Tel: 0845 4506858