

Experian Background Checking Complaints Handling Procedure



How do I make a complaint?

We are sorry if you feel the need to complain. We want to hear from you because telling us gives us the chance to put matters right for you, and see how we can improve what we do for others.

Whatever way you complain to us, we will take notice.

Making a complaint

Step 1: Contact us...

Contact us by whichever of the following means suits you best.

- ✦ **Call us:** phone on 0333 000 0229* from Monday to Friday, 9am to 5pm ✦
- Send us a letter:** Customer Support Team, Experian Background Checking, PO BOX 9380, Lambert House, Talbot Street, Nottingham, NG80 1LH
- ✦ **Email us:** clientsupport@mail.backgroundchecking.com

You do not need to ask anyone to make a complaint on your behalf. Whenever possible, we prefer to hear about your complaint in your own words. ***How you can help us to help you***

- ✦ To help us investigate your complaint, please tell us:
- ✦ Your full name, address and preferred daytime phone number
- ✦ Your email address
- ✦ A description of the circumstances and facts that have given you reason to complain
- ✦ The impact that this has had on you
- ✦ Any reference numbers or account numbers

Step 2: We will see if we can resolve quickly...

Wherever possible, we will try to resolve your complaint immediately. If we can't do this, we will investigate your complaint and get back to you.

* Charges for calling 03 numbers are the same as for calls made to standard UK landline phone numbers starting 01 or 02. If your landline or mobile phone package means you can call an 01 or 02 number as part of 'free' inclusive minutes, the same will apply to calling our 03 numbers
If we haven't been able to resolve things for you immediately, we will acknowledge your complaint within 5 business days.

Whether we can resolve your complaint immediately or not, we may contact you to ask for clarification or to discuss options with you.

Step 3: What we will do next...

We'll update you after 4 weeks if we haven't finished our investigation by that time.

In most cases, we will give you our final response within 8 weeks of your complaint. Our final response will tell you what we have found, what we will do and why we came to that conclusion.

Step 4: If you are still unhappy...

If you are still unhappy after we have completed these steps then you may have the right to refer your complaint, free of charge, to the Financial Ombudsman Service ("Ombudsman").

If you are in any doubt about whether you can refer your complaint to the Ombudsman, please contact the Ombudsman.

The contact details for the Ombudsman are:

P: Telephone: 0300 123 9 123, or from outside the UK + 44 20 7964 0500

E: complaint.info@financial-ombudsman.org.uk

W: www.financial-ombudsman.org.uk

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

The EC Online Dispute Resolution Platform

From 15 February 2016, if you are a consumer and complaining about a contractual issue, you also have the option to register your complaint using the European Commission Online Dispute Resolution (ODR) platform. This is a web-based platform that is designed to help consumers who have bought

goods or services online to deal with issues arising from that purchase. Complaints submitted to the platform will be dealt with by approved ADR providers. You can access the platform at the following website address:
<http://ec.europa.eu/consumers/odr/>