



www.iwantmychargesback.co.uk

iWantMyChargesBack.co.uk Complaints

Complaints Procedures

1. All complainants will be acknowledged in writing or by email within 2 business days.
2. When an acknowledgement is sent a date is set by which time Mark J Bateman will make a response to the complaint.
3. Within four weeks of receiving a complaint iWantMyChargesBack.co.uk (Mark J Bateman) will send either:
 - a) A final response; or
 - b) A holding response, which will explain fully why there is not a position to resolve the complaint and indicates when further contact will be made (which will be with 8 weeks of receiving the complaint).
4. By the end of 8 weeks after the receipt of a complaint, iWantMyChargesBack.co.uk will send the complainant in writing or email either:
 - a) A final response; or
 - b) A response which explains exactly why a final response may not be possible at that time, detailing why iWantMyChargesBack.co.uk are not in a position for a final response, including an indication when a final response can be expected; and it informs the claimant that they may refer the handling of the complaint to the Claims Management Regulator if they are dissatisfied with the delay or the manner in which the complaint is being handled.
5. iWantMyChargesBack.co.uk may decline to consider a complaint that is made more than 6 months after the complainant became aware of the cause of the complaint.

Complaints can be made to either the address below, or complaints@iwantmychargesback.co.uk

Mark J Bateman

110 Melbourne Road, IBSTOCK, Leicestershire, LE67 6NN

Telephone 01530 469723 Mobile 07799 543849 Fax 0871 2421948 mark@iwantmychargesback.co.uk