

## **COMPLAINTS POLICY**

We treat complaints very seriously. Should you have any complaint then please contact us by email ([complaints@capit.co.uk](mailto:complaints@capit.co.uk)) or by post at New Bridge Street House, 30-34 New Bridge Street, London EC4V 6BJ or by telephone: 0207 004 5847. We shall acknowledge receipt within five (5) business days giving the name or job title of the individual handling the complaint together with the details of our internal complaints handling procedures. Within eight (8) weeks we will send you either a final response or a response which explains that we are still not in a position to make a final response giving your reasons for the further delay and indicating when we expect to be able to provide a final response.