



Client Resolution Policy

Our Policy

Sycous are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and resolve any issue or complaint in the most efficient and fair manner.

If you have an issue or complaint, please contact us by email to help@mabdeck.com, by telephone on 0333 880 3115 or writing to us at Sycous Limited, New York House, 1 Harper Street, Leeds, LS2 7EA.

When contacting us, please ensure you include as many details as possible alongside information on your preferred contact method and contact details. We will acknowledge receipt of your complaint within 1 working day.

A senior member of our team will formally respond to your complaint within five working days of receipt or provide you information on why we are not able to respond in this time period and how long it will take to provide a full response.

If you are not satisfied with our response, or the timeframe in which we are responding, please write to the Managing Director, Sycous Limited, New York House, 1 Harper Street, Leeds, LS2.

Our Procedure

1. We will send you a letter acknowledging receipt of your issue within one day of receiving it, enclosing a copy of this procedure.
2. We will then investigate your issue. This will normally involve passing your complaint to a senior member of the team who is not involved in your issue, who will review your matter file and speak to any parties involved.
3. Within five working days we will write to you with a detailed written reply and recommendations for resolving any outstanding issues, or action being taken. We will also offer a formal meeting to fully discuss our actions.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Managing Director to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Dispute Resolution

Complaints in relation to our payment services that are authorised by the Financial Conduct Authority can be reported to the Financial Ombudsman Services for dispute resolution if you are unhappy with our response or we have not responded to your complaint within 35 working days.

Details for contacting the Financial Ombudsman Services are:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR



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0800 023 4567

complaint.info@financial-ombudsman.org.uk

<https://www.financial-ombudsman.org.uk>

Dispute resolution will only be accepted if you have tried to resolve your issue with us directly, so please contact us with your concerns so we can do all we can to help.

Records

Records of all complaints and relevant linked data will be kept for 5 years from the resolution of the complaint.

Review and agreement

This policy is agreed by the board of Sycous who agree to review this policy and arrangements on an annual and more frequent basis, as necessary, to maintain our commitments.

Signed

Matthew Hall (Responsible Director)

Date

20th July 2024



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