Complaint Handling Process

United Kingdom

Our Complaint Process

We take customer concerns seriously and pride ourselves on a resolution process that’s thorough, transparent, and designed with your satisfaction in mind. Our experienced team works diligently to understand and address each issue with care, aiming to provide a fair outcome on your complaint. If further support is needed, we make it easy to explore next steps, offering clear guidance for any follow-up or escalation. Your peace of mind is our priority every step of the way.

Why Your Complaint Matters?

We see every complaint as more than just a problem to solve—it’s a chance to improve. Your feedback plays a vital role in helping us:

- Each issue helps us identify where we can do better, leading to meaningful enhancements across our services.
- Your voice promotes transparency and helps us build a stronger culture of responsibility.
- By learning from your experience, we can deliver better, more reliable service to all our customers.

Still Not Fully Satisfied with the Outcome?

At ACE, we are committed to handling every complaint with transparency, care, and fairness. However, if you believe your concern hasn’t been fully resolved, you have the right to escalate the matter to an independent authority in your region. Please find the relevant contact information below:

United Kingdom

You can contact the Financial Ombudsman Service (FOS) for an impartial review of your complaint:

Website: www.financial-ombudsman.org.uk

Phone: 0800 023 4567 (free from UK landlines and mobiles)

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