



**What to do if you have a complaint about
Parity Trust**

**Tel: 023 9237 5921
www.paritytrust.org.uk**

It's good to talk

At Parity Trust we value the opinions of all our customers. We encourage people to tell us whether they are pleased or otherwise with the service we provide.

If you have a complaint...

If you feel you have been treated

- ◆ Unfairly
- ◆ Discourteously
- ◆ In a way that has upset you

- we want you to tell us about the problem. This will enable us to investigate your complaint further and improve the standard of service we offer in future.

What you should do first...

Please write to us at Parity Trust with details of your complaint. Please give us as much information as you can. If you can't remember the persons name that you are complaining about please describe them.

All correspondence should be addressed to the Chief Executive at:

Parity Trust
East Wing, 1000 Lakeside
North Harbour, Portsmouth
PO6 3EN
Tel: 023 9237 5921
Email: mail@paritytrust.org.uk



The Chief Executive will acknowledge your complaint in writing within three working days of receipt of the complaint.

What happens next...

1. The Chief Executive will acknowledge your complaint within three working days, in writing.
2. We will investigate the matter fully and will try to send a letter of response to you within five working days.
3. Sometimes it will take longer to fully investigate concerns but we will keep you updated and always aim to find a solution within four weeks.



And if I'm still not happy?

If you are still dissatisfied after receiving the final response letter, you may refer the complaint to the Financial Ombudsman Service.

Financial Ombudsman: www.financial-ombudsman.org.uk 0800 023 4567

Parity Trust is the trading name of Portsmouth Area Regeneration Trust group. The group comprises of:

- ◆ Portsmouth Area Regeneration Trust (IPS) Ltd. Registered as an Industrial and Provident Society. Register Number 29069R.
- ◆ Portsmouth Area Regeneration Trust a company Limited by guarantee, number 3794640 & a registered charity, number 1079454.
- ◆ Portsmouth Area Regeneration Trust (Guarantee) Limited. Authorised and regulated by the Financial Conduct Authority for its regulated mortgage activities. FCA Register number 504445. Registered Company number 3977373