JIGSAW
FINANCE

Complaint Handling Summary for Introducer Appointed Representatives (IARs)

As an IAR of Jigsaw Finance, you play a critical role in identifying and escalating complaints. This summary outlines how to handle customer dissatisfaction in line with FCA DISP rules.

Definition of a Complaint?

In line with DISP 1.3.1R, a complaint is defined as:

Any oral or written expression of dissatisfaction (whether justified or not), from or on behalf of a person, about the provision of or failure to provide a financial service, claims management service, or redress determination, which alleges that the complainant has suffered (or may suffer) financial loss, material distress, or material inconvenience.

Why Complaints Matter

If handled poorly, complaints can seriously harm the business through:

- Reputational damage
- Loss of customers, dealers, or funders
- Negative brand perception—especially through social media

Conversely, complaints handled well can enhance customer loyalty:

- 70% of complainants will continue doing business with a company if their complaint is resolved effectively.
- Happy customers may share their experience with 9 people, while unhappy customers may tell 16, potentially reaching many more via social media.

Common Causes of Complaints

Customers may complain about:

- Poor service or communication
- Product dissatisfaction
- Mis-selling
- Inaccurate documentation
- Delays or unrealistic timescales
- Policy or process issues

Regardless of cause, all complaints must be handled efficiently, respectfully, and in line with DISP requirements.

What is a Reportable Complaint?

A reportable complaint under DISP must:

- Be an oral or written expression of dissatisfaction
- Allege financial loss, material distress, or material inconvenience
- Relate to FCA-regulated activity
- Fall within FOS jurisdiction
- Either:
  - Not be resolved within 3 business days, or
  - Be resolved within 3 business days, but still meet the DISP definition

All reportable complaints must be submitted to the FCA by Jigsaw bi-annually via RegData.

What is Not a Reportable Complaint?

Not all expressions of dissatisfaction are reportable under DISP. For example:

- A complaint about not receiving a call back where no harm or loss occurred
- A general complaint not related to regulated activities
- Feedback from a customer who does not wish to escalate the matter

These should be recorded as "dissatisfaction" or "feedback", but not included in FCA reporting unless they meet the DISP criteria.

Recording Complaints and Dissatisfaction

Any verbal or written expression of dissatisfaction relating to a financial service, whether justified or not. Even subtle comments can be a complaint.

Complaints may be received by:

- Phone
- Email
- In person
- Written correspondence

Examples:

- "I'm not happy with how this was handled."
- "Why did nobody call me back?"
- "This took too long."

Types of Records

- **Dissatisfaction/Feedback:** Minor issues that are resolved immediately with an apology and corrective action.
- **Formal Complaint:** Any expression of dissatisfaction that alleges, or may allege, financial loss, material distress, or material inconvenience relating to regulated activities (see DISP definition below).

Third Party Complaints

If a complaint involves a third party (e.g., funder, intermediary) the complaints team will:

- Forward the complaint promptly to the third party and inform the complainant what they have done and provide contact details for that third party.

- The Complaint Team may act as an intermediary to assist resolution where required.

Eligible Complainants (for FOS Referral)

We treat all complaints seriously; however, only certain complainants have the right to refer a complaint to the Financial Ombudsman Service (FOS) and have the complaint reported to the FCA.

An eligible complainant is:

- A consumer (personal use)
- A micro enterprise
  - Fewer than 10 employees
  - Turnover and balance sheet under €2m (~£1.7m)
- A charity with income < £6.5m
- A trust with net assets < £5m
- A small business (conduct occurred after 1 April 2019):
  - Not a micro enterprise
  - Turnover < £6.5m AND
    - Fewer than 50 employees OR
    - Balance sheet < £5m
- A guarantor associated with a qualifying micro enterprise/small business

Your Responsibilities

As an IAR, you must:

- Identify complaints early, even if not explicitly stated.
- Remain calm, respectful, and empathetic.
- Record the details accurately.

Escalate immediately to Jigsaw's Complaints Team at: complaints@jigsawfinance.com

Complaints 5 Step Complaints Handling Process

Jigsaw Finance follows a clear five-step process to ensure all complaints are properly identified, acknowledged, and resolved.

Step	Action
1. Identify	Look for dissatisfaction, frustration, or complaints.
2. Listen	Allow the customer to speak without interruption. Take notes.
3. Acknowledge	Thank them and apologise sincerely.
4. Escalate	Pass the details to Jigsaw's Complaints Team on the same day.
5. Support	Help gather further information if asked.

Jigsaw's Complaints Handling Timeframes

All complaints must be recorded on the complaints system (Artis) within 24 hours of receipt.

Early Resolution

If a complaint is resolved to the customer's satisfaction within 3 business days, the summary resolution process can be used.

The resolution must be recorded and, where resolved, treated as closed.

Summary Resolution Communication

When a complaint is resolved within 3 business days, the customer must be provided with a summary resolution communication that:

- Confirms the complaint is closed
- Notes the right to refer to the Financial Ombudsman Service
- States the six-month referral period
- Includes FOS contact details and website

Formal Handling

If resolution is not possible within 3 business days, the formal complaints procedure applies.

- The Complaints Team must review, investigate, and respond.
- A **written acknowledgement** must be sent within 5 working days of receipt.
- A **final response** must be issued within **8 weeks** from the complaint date.

If the complaint can be fully resolved within 5 days, the acknowledgement and final response may be combined.

If not resolved within 4 weeks, send a holding response indicating progress and expected resolution timeframe (no later than 8 weeks).

Final Response

Within 8 weeks, send either:

- A final response (accept, partially accept, or reject the complaint), including reasons and any redress, or
- A response explaining the delay, with reasons and the expected response date.

For eligible complainants, the final response must also:

- Explain the right to refer to FOS within six months

- Provide the FOS leaflet link and website

Closure of Complaints

A complaint is considered closed when:

- A final response has been sent; OR
- The customer accepts the resolution in writing; OR
- Four weeks have passed without a response to the final outcome

Summary

Day 0–3: If resolved quickly, a Summary Resolution Communication is issued.

By Day 5: Acknowledgement sent if unresolved.

By Week 4: Customer receives an update.

By Week 8: Final response sent (unless paused due to FCA DCA rules) or a response explaining the delay, with reasons and the expected response date.

Financial Ombudsman Service (FOS)

We cooperate fully with FOS and agree to be bound by its decisions and awards. Redress determined by FOS will be paid promptly.

FOS Contact Information:

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