

Complaints Procedure

Your happiness matters to us

At UK Shield we believe it is you who calls the shots. If you believe that we have not delivered the service you expected, we want to know so that we can try to put things right. We take all complaints seriously because we know how important that is, and following the steps below will help us understand your concerns and make sure it is resolved.

It's our desire to address your concerns as soon as possible. Experience tells us that most difficulties can be sorted out within a short period of time, please let us know as soon as your unhappy.

In the unlikely event that your concerns have not been resolved within this time, your complaint will be passed on to our Customer Relations Team who will arrange for this issue to be addressed by our Complaints Manager. Their contact details are as follows:

Post:

UK Shield Ltd R.E Complaints
Try Mills Centre
236 Thornton Road
Bradford
BD1

2JS

Email:

support@ukshield.co.uk

If you are still unhappy after our review, or you have not received a written offer of resolution within 8 weeks of the date we received your complaint, if found to be justified we will fully reimburse any transactions made to ourselves up to three months.