

Complaints Procedure

How to complain...

At first instance, please contact the Complaints Department and we will try and resolve your complaint verbally. If we cannot resolve your verbally you can make a formal complaint by e-mailing your complaint to: complaints@savings-scanner.com

How Savings Scanner will deal with your complaint...

We aim to resolve your complaint as soon as possible. Sometimes things take a little more time. Please find below the process that Savings Scanner will adhere to respond to your query.

Within 7 Working Days of Receipt of Your Complaint You Will Receive From Us...

An acknowledgement to let you know that your complaint is being dealt with and to provide you with contact details of the person dealing with it.

Within 30 Days You Will Receive From Us...

The final response from us. This will include the findings from our investigation and details of any compensation we have concluded is payable to you (if appropriate).