



## Making a complaint

We endeavour to provide you with an excellent customer service however we acknowledge that, at times, we may fail to meet your expectations. Should you be dissatisfied with the provision or our failure to provide the EcoPro subscription service to you, you can make a complaint through any of the below channels:

**Telephone**  
**0333 777 4444**

**Email**  
**complaints@brother-uk.com**

## What to expect from us?

We try to resolve complaints as soon as possible. Should we resolve your complaint by the close of the third business day following the day on which we receive your complaint, we will issue you with a written communication called a summary resolution communication acknowledging that you made a complaint, setting out that the complaint has been resolved and making you aware of your right to escalate the complaint to Brother UK's Customer Support Manager who will perform a second review of the complaint, should you be dissatisfied with the resolution.

Should we consider that we are not able to resolve the complaint by the close of the third business day, we will issue you with a written complaint acknowledgement within 5 working days. Thereafter, we will investigate your complaint in order to reach a fair resolution. Please note that investigating your complaint may require us to contact you in order to obtain further information about your complaint and the allegations raised.

We endeavour to issue you with a written final response within 7 working days, however, where complaints are more complex we will defer to regulatory expectations of 8 weeks.

## What options do you have should you be dissatisfied with our final response?

Should a customer express dissatisfaction with Brother UK's final response, The Service Support Department will escalate the complaint to a Customer Support Manager who will perform a second review of the complaint.

**Brother U.K. Limited** are authorised and regulated by the Financial Conduct Authority (**FRN: 711814**)

**EcoPro** product is unregulated and therefore the FCA's DISP rulebook and the Financial Ombudsman Service (FOS) are not applicable to the unregulated product.